

**WEST SCHEDULE 1: MICHIGAN PERFORMANCE MEASUREMENT SUMMARY**

#	MEASUREMENT	CATEGORIES	W	R	MEASUREMENT TYPE	BENCHMARK	REMEDY
<b>PRE-ORDERING</b>							
1	Average Response Time	<ul style="list-style-type: none"> <li>Customer Service Record <ul style="list-style-type: none"> <li>≤ 10,000 characters</li> <li>&gt; 10,000 characters</li> </ul> </li> <li>Address Validation</li> <li>Telephone Number Selection</li> <li>Due Date Selection</li> </ul>	X X		Outcome	80% ≤ 6 secs.* *CSRs ≤ 10,000 characters	$(80\% - X)(\$ .50)(\# \text{ of Transactions})$ , where the # of transactions is ≤ the # of orders
			X			80% ≤ 9 secs.	$(80\% - X)(\$ .50)(\# \text{ of Transactions})$ , where # of Transactions ≤ 2(# of Orders)
			X			80% ≤ 6 secs.	$(80\% - X)(\$ .50)(\# \text{ of Transactions})$ , where # of Transactions ≤ 2(# of Orders)
			X			80% ≤ 16 secs.	$(80\% - X)(\$ .50)(\# \text{ of Transactions})$ , where # of Transactions ≤ 3(# of Orders)
<b>ORDERING/PROVISIONING</b>							
<i>Order Completion Measurements</i>							
2	Average Installation Interval	Resale Residence POTS <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> Resale Business POTS <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> Resale Centrex <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> Unbundled Loops	X X	X X	Outcome	Parity	$(X - A)(25\%)(RC)(\text{Total \# of Order Installations Completed})$
			X X	X X		Parity	$(X - A)(25\%)(RC)(\text{Total \# of Order Installations Completed})$
			X X	X X		Parity	$(X - A)(25\%)(RC)(\text{Total \# of Order Installations Completed})$
			X			80% within 5 Days	$(80\% - X)(25\%)(RC)(\text{Total \# of Order Installations Completed})$
3	Confirmed Due Dates Not Met	Resale Residence POTS <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> Resale Business POTS <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> Resale Centrex <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> Unbundled Loops Interconnection Trunks	X X	X X	Outcome	Parity	$(X - A)(3\%)(RC)(\text{Total \# of Order Installations Completed})$
			X X	X X		Parity	$(X - A)(3\%)(RC)(\text{Total \# of Order Installations Completed})$
			X X	X X		Parity	$(X - A)(3\%)(RC)(\text{Total \# of Order Installations Completed})$
			X			≤ 20%	$(X - 20\%)(3\%)(RC)(\text{Total \# of Loop Installations Completed})$
			X			≤ 20%	$(X - 20\%)(278 \text{ Minutes of Use/Trunk/Day})(\text{Reciprocal Compensation Rate})(\text{Average \# of Days Late for All Missed Trunks})(\text{Total \# of Trunk Installations})$

Legend: X = TC Performance  
A = Ameritech Performance  
RC = Recurring Charge  
(\$25 Resale, \$9.43 Loops)

NOTE: Measures expressed as percentages are expressed as their decimal equivalents for purposes of remedy calculations.

**WEST SCHEDULE 1: MICHIGAN PERFORMANCE MEASUREMENT SUMMARY**

#	MEASUREMENT	CATEGORIES	W	R	MEASUREMENT TYPE	BENCHMARK	REMEDY
Order Status Measurements							
4	Average Reject Notice Interval	Resale	X		Outcome	80% ≤ 24 hours	(80%-X)(3%)(RC)(Total # of Rejected 855s for Electronically Received Orders)
		Unbundled Loops	X				
5	Average FOC Notice Interval	Resale	X		Indicator		
		Unbundled Loops	X				
6	Average Completion Notice Interval	Resale	X		Outcome	80% ≤ 48 hours	(80%-X)(3%)(RC)(Total # of Completion Notices for Electronically Received Orders)
		Unbundled Loops	X				
Held Order Measurement							
7	Average Interval for Past Due Orders/Loops	Resale Residence POTS	X	X	Indicator		
		Resale Business POTS	X	X			
		Resale Centrex	X	X			
		Unbundled Loops	X				
Installation Trouble Measurement							
8	Installation Trouble Reports (New Service Failures)	Resale Residence POTS [Found Network Troubles (Codes 3,4, 5)]			Outcome	Parity	(X-A)(3%)(RC)(Total # of Order Installations Completed)
		▪ Field Visit	X	X			
		▪ Non-Field Visit	X	X			
		Resale Business POTS [Found Network Troubles (Codes 3,4, 5)]				Parity	(X-A)(3%)(RC)(Total # of Order Installations Completed)
		▪ Field Visit	X	X			
		▪ Non-Field Visit	X	X			
		Resale Centrex [Found Network Troubles (Codes 3,4, 5)]				Parity	(X-A)(3%)(RC)(Total # of Order Installations Completed)
		▪ Field Visit	X	X			
		▪ Non-Field Visit	X	X			
		Unbundled Loops	X			≤ 6%	(X-6% )(3%)(RC)(Total # of Loops Installations Completed)
Order Quality Measurements							
9	Percentage of Order Flow Through	Resale	X		Indicator		
		Unbundled Loops	X				

Legend: X = TC Performance  
 A = Ameritech Performance  
 RC = Recurring Charge  
 (\$25 Resale, \$9.43 Loops)

NOTE: Measures expressed as percentages are expressed as their decimal equivalents for purposes of remedy calculations.


**WEST SCHEDULE 1: MICHIGAN PERFORMANCE MEASUREMENT SUMMARY**

#	MEASUREMENT	CATEGORIES	W	R	MEASUREMENT TYPE	BENCHMARK	REMEDY
10	Percentage of Rejected Orders (Service Order Accuracy - Electronically Received Order Quality)	Resale Unbundled Loops	X X		Indicator		
<b>911 Database Update and Accuracy</b>							
11	Customer Record Update Files Not Processed by the Next Business Day (Received Electronically)	Note: Wholesale includes facility-based carriers only. Retail includes Ameritech and non-facilities based carriers (i.e. resale).	X	X	Outcome	Parity	(X-A)(\$88.08*)(Total # of Electronically Received CRU Files)  *3 months of the tariffed monthly rate for 911 administration
12	Customer Record Update Files Not Processed by the Next Business Day (Received Manually)	Note: Wholesale includes facility-based carriers only.	X		Indicator		
13	Errors in Customer Record Update Files (Received Electronically)	Note: Wholesale includes facility-based carriers only. Retail includes Ameritech and non-facilities based carriers (i.e. resale).	X		Indicator		
14	Errors in Customer Record Update Files (Received Manually)	Note: Wholesale includes facility-based carriers only.	X		Indicator		
15	Erred Customer Record Update Files Not Returned by Next Business Day (Received Electronically)	Note: Wholesale includes facility-based carriers only. Retail includes Ameritech and non-facilities based carriers (i.e. resale).	X	X	Outcome	Parity	(X-A)(\$88.08)(Total # of Erred CRU Files Received Electronically)
16	Erred Customer Record Update Files Not Returned by Next Business Day (Received Manually)	Note: Wholesale includes facility-based carriers only.	X		Indicator		

Legend: X = TC Performance  
 A = Ameritech Performance  
 RC = Recurring Charge  
 (\$25 Resale, \$9.43 Loops)

NOTE: Measures expressed as percentages are expressed as their decimal equivalents for purposes of remedy calculations.

**WEST SCHEDULE 1: MICHIGAN PERFORMANCE MEASUREMENT SUMMARY**

#	MEASUREMENT	CATEGORIES	W	R	MEASUREMENT TYPE	BENCHMARK	REMEDY
<b>REPAIR &amp; MAINTENANCE</b>							
17	Mean Time to Repair	Resale Residence POTS <ul style="list-style-type: none"> <li>Regulated Wire &amp; Equipment (Code 03)</li> <li>Outside Plant (Code 04)</li> <li>Central Office (Code 05)</li> </ul>	X	X	Outcome	Parity	(X-A Days)(25%)(RC)(Total # of Initial Trouble Reports Closed)
		Resale Business POTS <ul style="list-style-type: none"> <li>Regulated Wire &amp; Equipment (Code 03)</li> <li>Outside Plant (Code 04)</li> <li>Central Office (Code 05)</li> </ul>	X	X		Parity	(X-A Days)(25%)(RC)(Total # of Initial Trouble Reports Closed)
		Resale Centrex <ul style="list-style-type: none"> <li>Regulated Wire &amp; Equipment (Code 03)</li> <li>Outside Plant (Code 04)</li> <li>Central Office (Code 05)</li> </ul>	X	X		Parity	(X-A Days)(25%)(RC)(Total # of Initial Trouble Reports Closed)
		Unbundled Loops	X			≤ 36 hours (1.5 days)	(X-1.5 Days)(25%)(RC)(Total # of Measured Trouble Reports Closed)
18	Trouble Report Rate	Resale Residence POTS <ul style="list-style-type: none"> <li>Found Network Troubles (Codes 3, 4, 5)</li> </ul>	X	X	Outcome	Parity	(X-A)(3%)(RC)(# of Access Lines in Service)
		Resale Business POTS <ul style="list-style-type: none"> <li>Found Network Troubles (Codes 3, 4, 5)</li> </ul>	X	X		Parity	(X-A)(3%)(RC)(# of Access Lines in Service)
		Resale Centrex <ul style="list-style-type: none"> <li>Found Network Troubles (Codes 3, 4, 5)</li> </ul>	X	X		Parity	(X-A)(3%)(RC)(# of Access Lines in Service)
		Unbundled Loops	X			≤ 4%	(X-4%)(3%)(RC)(# of Loops in Service)
19	Percent Repeats – Maintenance	Resale Residence POTS <ul style="list-style-type: none"> <li>Found Network Troubles (Codes 3, 4, 5) on the Repeat Trouble</li> </ul>	X	X	Outcome	Parity	(X-A)(6%)(RC)(Total # of Initial Trouble Reports Closed)
		Resale Business POTS <ul style="list-style-type: none"> <li>Found Network Troubles (Codes 3, 4, 5) on the Repeat Trouble</li> </ul>	X	X		Parity	(X-A)(6%)(RC)(Total # of Initial Trouble Reports Closed)
		Resale Centrex <ul style="list-style-type: none"> <li>Found Network Troubles (Codes 3, 4, 5) on the Repeat Trouble</li> </ul>	X	X		Parity	(X-A)(6%)(RC)(Total # of Initial Trouble Reports Closed)
		Unbundled Loops	X			≤ 17%	(X-17%)(6%)(RC)(Total # of Measured Trouble Reports Closed)

Legend: X = TC Performance  
 A = Ameritech Performance  
 RC = Recurring Charge  
 (\$25 Resale, \$9.43 Loops)

NOTE: Measures expressed as percentages are expressed as their decimal equivalents for purposes of remedy calculations.

**WEST SCHEDULE 1: MICHIGAN PERFORMANCE MEASUREMENT SUMMARY**

#	MEASUREMENT	CATEGORIES	W	R	MEASUREMENT TYPE	BENCHMARK	REMEDY
20	Percentage of Customer Troubles Not Resolved within the Estimated Time (Missed Repair Appointments)	Resale Residence POTS	X	X	• Outcome	Parity	$(X-A)(3\%)(RC)(\text{Total \# of Initial Trouble Reports Closed})$
		Resale Business POTS	X	X		Parity	$(X-A)(3\%)(RC)(\text{Total \# of Initial Trouble Reports Closed})$
		Resale Centrex	X	X		Parity	$(X-A)(3\%)(RC)(\text{Total \# of Initial Trouble Reports Closed})$
		Unbundled Loops	X			$\leq 20\%$	$(X-20\%)(3\%)(RC)(\text{Total \# of Measured Trouble Reports Closed})$
BILLING							
21	Daily Usage Timeliness (Not Provided on Time)	Resale	X		• Outcome	$\leq 2\%$ not provided within 5 days	$(98\%-X) (.000104^*)(\$ .50^{**})(\# \text{ of Daily Usage Records})$  *Daily interest rate **Estimated value of a Daily usage record
22	AEBS Bills Delivered Late	Resale	X		• Indicator		
23	CABS- Bills Delivered Late	UNE	X		• Indicator		
GENERAL							
Systems Availability Measurement							
24	Percentage of Time Interface is Unavailable	Pre-Ordering	X		• Outcome	$\leq 1\%$ unavailable	$(A-1\%)(\$ .50)(\# \text{ of transactions})$ , where the # of transactions have the same maximums as listed in Pre-Ordering "Average Response Time" measure
		EDI	X				$(A-1\%)(\$ .50)(\# \text{ of transactions})$ , where the # of transactions equals the # of orders
		Access Service Request	X				$(A-1\%)(\$ .50)(\# \text{ of transactions})$ , where the # of transactions equals the # of orders
		EB/TA Trouble Entry	X				$(A-1\%)(\$ .50)(\# \text{ of transactions})$ , where the # of transactions equals the # of troubles
Center Responsiveness							
25	Average Speed of Answer - Ordering	Resale	X		• Informational		
		Unbundled Loop	X				
26	Average Speed of Answer - Repair	Resale	X		• Informational		
		Unbundled Loop	X				
OS/DA							
27	Average Speed of Answer - OS/DA	Operator Services	X	X	• Outcome	Wholesale and retail performance is combined in a single measure	Process ensures parity, thus a remedy is not applicable
		Directory Assistance	X	X			

Legend: X = TC Performance  
A = Ameritech Performance  
RC = Recurring Charge  
(\$25 Resale, \$9.43 Loops)

NOTE: Measures expressed as percentages are expressed as their decimal equivalents for purposes of remedy calculations.


**WEST SCHEDULE 1: MICHIGAN PERFORMANCE MEASUREMENT SUMMARY**

#	MEASUREMENT	CATEGORIES	W	R	MEASUREMENT TYPE	BENCHMARK	REMEDY
INTERCONNECTION							
Trunk Blockage Measurements							
28	Call Attempts Blocked	Interlata	X	X	Outcome	Parity	Disparity negatively impacts Ameritech, thus a remedy is not applied to the CLEC
		Intralata	X	X			
COLLOCATION							
29	Average Time to Respond to a Physical Collocation Request	Physical	X		Outcome	80% within 10 Days	$(80\% - X)(3\%)(\$703.69^*)$ (= of Physical Collocation Requests)  * Monthly floor space charge for 100 sq. ft.
30	Average Time to Provide a Collocation Arrangement	Virtual	X		Indicator		
		Physical	X				
31	Percent of Due Dates Missed in Provision of Collocation Arrangements	Virtual	X		Outcome	≤ 20 %	$(X - 20\%)(\$61^*)(\text{Average No. of Days Late for all Missed Virtual Collocations})(\text{Total \# of Virtual Collocations})$  *Daily project management fee equals (sum of an initial bay and one additional bay)/30
		Physical	X				$(X - 20\%)(1/120)(\text{COBO Payment})(\text{Average \# of Days Late for All Missed Physical Collocations})(\text{Total \# of Physical Collocations})$

Legend: X = TC Performance  
 A = Ameritech Performance  
 RC = Recurring Charge  
 (\$25 Resale, \$9.43 Loops)

NOTE: Measures expressed as percentages are expressed as their decimal equivalents for purposes of remedy calculations.

WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE

Measurement Type: Outcome

<b>REFERENCE:</b>	<b>PRE-ORDERING</b>	<b>DISAGGREGATION CATEGORIES:</b>	<b>W</b>	<b>R</b>
		✓ <i>Pre-Ordering Customer Service Record (CSR)</i>	X	
<b>MEASUREMENT:</b>	<b>Average Response Time</b>			
		✓ <i>Address Validation (AV)</i>	X	
		✓ <i>Telephone Number Selection (TNS)</i>	X	
		✓ <i>Due Date Selection (DDS)</i>	X	
<b>S.M. Expert(s):</b>	For Internal Use Only			
<b>AIIS Contact(s):</b>	For Internal Use Only			
<b>Reporting Period:</b>	One Calendar Month			
<b>Calculation:</b>	$\frac{(\sum[(\text{Query Response Date and Time}) - (\text{Query Submission Date and Time})])}{\text{Total Number of Accepted Queries Submitted}}$ <p><b>Benchmark Percentage:</b>  <math display="block">\frac{[\text{Number of Query Responses Returned Within a Specified Interval ("X" seconds)]}{\text{Total Number of Queries Submitted}} \times 100</math></p>			
<b>Description(s) / Definition (s):</b>	<p>"Average Response Time" measures the average response time (in seconds) per [pre-ordering CSR, AV, TNS, or DDS] query between the query submission time to the query response time, for all [pre-ordering CSR, AV, TNS, or DDS] queries submitted in the reporting period.</p> <ul style="list-style-type: none"> <li>• <u>A query</u> is an individual request for data.</li> <li>• <u>Query response</u> is the time the interface provides a response.</li> <li>• <u>Query submission</u> is the time of interface entry.</li> </ul> <p><b>Benchmark Percentage:</b>          "Percent within a Specified Interval" measures the number of [pre-ordering CSR, AV, TNS, or DDS] query responses returned within a specified interval ("X" seconds) as a percentage of the total number of [pre-ordering CSR, AV, TNS, or DDS] queries submitted in the reporting period.</p>			
<b>Business Rules:</b>				
<b>Exclusions:</b>				
<b>Inclusions:</b>	<ul style="list-style-type: none"> <li>• Both interface and back-end systems</li> <li>• Real time functions only</li> </ul>			
<b>Market:</b>	<b>WHOLESALE</b>	<b>RETAIL</b>		
<b>Disaggregation:</b>	<ul style="list-style-type: none"> <li>• Pre-Ordering Customer Service Record                             <ul style="list-style-type: none"> <li>▪ ≤ 10,000 characters</li> <li>▪ &gt; 10,000 characters</li> </ul> </li> <li>• Address Validation</li> <li>• Telephone Number Selection</li> <li>• Due Date Selection</li> </ul>			
<b>System Source:</b>	For Internal Use Only			
<b>Data Source:</b>	For Internal Use Only			

Final Form  
Exh. #2 to MS West

**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Outcome

REFERENCE:	ORDERING & PROVISIONING – Order Completion Measurements	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Average Installation Interval	✓ Resale POTS	X	X
		Unbundled Loops	X	
S.M. Expert(s):	For Internal Use Only			
AIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	$\{\Sigma[(\text{Completion Date}) - (\text{Receive Date})]\} / \text{Total Number of Order Installations Completed}$			
Description(s) / Definition(s):	<p>“Average Installation Interval” measures the average elapsed number of days per order installation between the receive date and completion date for the total number of order installations completed in the reporting period.</p> <ul style="list-style-type: none"> <li>A <u>valid order</u> contains all relevant and correct information required to fully process the order.</li> <li>The <u>receive date</u> is the date the service order is received by Ameritech’s gateway. For retail, the receive date is the date when the customer contacts the service center and the service representative keys the order into ASO.</li> <li>A <u>completion date</u> is the date the requested work has been completed (The installation date equals the completion date.)</li> <li>A service order is considered “installed” when service is activated on the line.</li> </ul>			
Business Rules:	<ul style="list-style-type: none"> <li>The measure is calculated using business days only (i.e., Monday – Friday).</li> <li>The order is counted in the period that it is closed (e.g. paperwork is completed).</li> <li>Requests for same-day installation of a feature must be received 3:00 p.m.</li> <li>Requests received after 7:00 p.m. are considered as received on the next business day.</li> </ul>			
Exclusions:	<ul style="list-style-type: none"> <li>Orders for which the customer requested an installation due date beyond the due date offered by Ameritech.</li> <li>Change orders generated as a result of a repair visit</li> <li>Cancelled orders</li> <li>Incumbent LEC orders associated with internal use of local services (Applies to Retail only)</li> <li>Force majeure (as defined in the interconnection agreements)</li> <li>Delaying events as defined in the interconnection agreements (e.g., customer-caused missed appointments – customer not ready, no access)</li> </ul>			
Inclusions:	<ul style="list-style-type: none"> <li>All change (C), new (N), and to (T) type orders and related supplement orders</li> <li>Valid orders only</li> </ul>			
Market:	<b>WHOLESALE</b>		<b>RETAIL</b>	
Disaggregation:	<ul style="list-style-type: none"> <li>Resale Residence POTS <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> <li>Resale Business POTS <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> <li>Resale Centrex <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>Retail Residence POTS <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> <li>Retail Business POTS <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> <li>Retail Centrex <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> </ul>	
System Source:	For Internal Use Only		For Internal Use Only	
Data Source:	For Internal Use Only		For Internal Use Only	




**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: **Outcome**

REFERENCE:	ORDERING & PROVISIONING – Order Completion Measurements	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Average Installation Interval	Resale POTS	X	X
		✓ Unbundled Loops	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	$\{ \Sigma[(\text{Completion Date}) - (\text{Receive Date})] \} / \text{Total Number of Order Installations Completed}$ <p><b>Benchmark Percentage:</b>  <math display="block">[\text{Number of Order Installations Completed within a Specified Interval ("X" days)} / \text{Total Number of Order Installations Completed}] \times 100</math> </p>			
Description(s) / Definition(s):	<p>"Average Installation Interval" measures the average elapsed number of days per order installation between the receive date and completion date for the total number of order installations completed in the reporting period*</p> <ul style="list-style-type: none"> <li>A <b>valid order</b> contains all relevant and correct information required to fully process the order.</li> <li>The <b>receive date</b> is the date Ameritech receives a valid order from the CLEC to provide, correct, or change service or service elements and is automatically date stamped in the unbundled loop ordering system, EXACT.</li> <li>A <b>completion date</b> is the date the requested work has been completed. (The installation date equals the completion date)</li> <li>A service order is considered "installed" when the unbundled loop is in place by Ameritech.</li> </ul> <p><b>Benchmark Percentage:</b>  "Percent within a Specified Interval" measures the number of order installations completed within a specified interval ("X" days) as a percentage of total number of order installations completed in the reporting period.* </p> <p>*Ameritech is migrating this measure from "orders" to "loops".</p>			
Business Rules:	<ul style="list-style-type: none"> <li>The measure is calculated using business days only (i.e., Monday - Friday, excluding holidays).</li> <li>The order is counted in the period that it is closed (e.g. paperwork is completed).</li> <li>The end-of-day cut-off for received orders is 3:00 p.m. or defined by contractual agreements.</li> </ul>			
Exclusions:	<ul style="list-style-type: none"> <li>Orders for which the customer requested an installation due date beyond the contractual due date interval</li> <li>Orders that require field dispatch where facilities are not in place</li> <li>Cancelled orders</li> <li>Disconnect "D" orders</li> <li>Force majeure (as defined in the interconnection agreements)</li> <li>Delaying events as defined in the interconnection agreements (e.g., customer-caused missed appointments - customer not ready, no access) (effective once the measure is migrated to "loops")</li> </ul>			
Inclusions:	<ul style="list-style-type: none"> <li>All new (N) and related supplement orders</li> <li>Unbundled loops include Analog 2W loops only</li> <li>Valid orders only</li> </ul>			
Market:	WHOLESALE	RETAIL		
Disaggregation:	Unbundled Loops			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			


**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: **Outcome**

REFERENCE:	ORDERING & PROVISIONING – Order Completion Measurements	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Confirmed Due Dates Not Met	✓ Resale POTS	X	X
		Unbundled Loops	X	
		Interconnection Trunks	X	
S.M. Expert(s):	For Internal Use Only			
AIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	(Number of Order Installations Completed After the FOC Due Date / Total Number of Order Installations Completed) X 100			
Description(s) / Definition(s):	<p>“Confirmed Due Dates Not Met” measures the number of order installations not completed by the firm order confirmation (FOC) due date, as a percentage of the total number of order installations completed in the reporting period.</p> <ul style="list-style-type: none"> <li>A <u>valid order</u> contains all relevant and correct information required to fully process the order.</li> <li>The <u>confirmed due date</u> is defined as the date assigned by Ameritech and communicated to the CLEC via a FOC (Firm Order Confirmation) representing the date that Ameritech has committed to complete the service order by activating service on the line.</li> <li><u>FOC (Firm Order Confirmation)</u> is defined as an acknowledgement to the customer that provides among other items: circuit number, order number, and a confirmed due date. The confirmation is sent from Ameritech to the CLEC stating that the order will be worked as submitted or worked with the modifications specified on the confirmation.</li> <li>A service order is considered “installed” when service is activated on the line.</li> </ul>			
Business Rules:	<ul style="list-style-type: none"> <li>The order is counted in the period that it is closed (e.g. paperwork is completed).</li> <li>Subsequent due date changes by and for Ameritech do not change the original due date by which this measure is calculated.</li> <li>Supplemental orders by the customer may change the due date by which this measure is calculated.</li> </ul>			
Exclusions:	<ul style="list-style-type: none"> <li>Change orders generated as a result of a repair visit</li> <li>Cancelled orders</li> <li>Force majeure (as defined in the interconnection agreements)</li> <li>Delaying events as defined in the interconnection agreements (e.g., customer-caused missed appointments - customer not ready, no access)</li> <li>Incumbent LEC orders associated with internal use of local services (Applies to Retail only)</li> </ul>			
Inclusions:	<ul style="list-style-type: none"> <li>All change (C), new (N), and to (T) type orders and related supplement orders</li> <li>Valid orders only</li> </ul>			
Market:	<b>WHOLESALE</b>	<b>RETAIL</b>		
Disaggregation:	<ul style="list-style-type: none"> <li>Resale Residence POTS <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> <li>Resale Business POTS <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> <li>Resale Centrex <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Retail Residence POTS <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> <li>Retail Business POTS <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> <li>Retail Centrex <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> </ul>		
System Source:	For Internal Use Only	For Internal Use Only		
Data Source:	For Internal Use Only	For Internal Use Only		


**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Outcome

<b>REFERENCE:</b>	<b>ORDERING &amp; PROVISIONING – Order Completion Measurements</b>	<b>DISAGGREGATION CATEGORIES:</b>	<b>W</b>	<b>R</b>
<b>MEASUREMENT:</b>	Confirmed Due Dates Not Met	Resale POTS	X	X
		✓ Unbundled Loops	X	
		Interconnection Trunks	X	
<b>S.M. Expert(s):</b>	For Internal Use Only			
<b>AIIS Contact(s):</b>	For Internal Use Only			
<b>Reporting Period:</b>	One Calendar Month			
<b>Calculation:</b>	(Number of Loop Installations Completed After the FOC Due Date/Total Number of Loop Installations Completed) X 100			
<b>Description(s) / Definition (s):</b>	<p>“Confirmed Due Dates Not Met” measures the number of loop installations not completed by the firm order confirmation (FOC) due date, as a percentage of the total number of loop installations completed in the reporting period.</p> <ul style="list-style-type: none"> <li>A <u>valid order</u> contains all relevant and correct information required to fully process the order.</li> <li>The <u>confirmed due date</u> is defined as the date assigned by Ameritech and communicated to the CLEC via a FOC (Firm Order Confirmation) representing the date that Ameritech has committed to complete the installation of the unbundled loop if facilities are available.</li> <li><u>FOC (Firm Order Confirmation)</u> is defined as an acknowledgement to the customer that provides among other items: circuit number, order number, and a confirmed due date. The confirmation is sent from Ameritech to the CLEC stating that the order will be worked as submitted or worked with the modifications specified on the confirmation.</li> <li>A loop is considered “installed” when the unbundled loop is in place by Ameritech.</li> </ul>			
<b>Business Rules:</b>	<ul style="list-style-type: none"> <li>The order is counted in the period that it is closed (e.g. paperwork is completed).</li> <li>Subsequent due date changes by and for Ameritech (except in situations involving special construction) do not change the original order date by which the measure is calculated.</li> <li>Supplemental orders by the customer may change the due date by which this measure is calculated.</li> </ul>			
<b>Exclusions:</b>	<ul style="list-style-type: none"> <li>Cancelled orders</li> <li>Disconnect “D” orders</li> <li>Force majeure (as defined in the interconnection agreements)</li> <li>Delaying events as defined in the interconnection agreements (e.g., customer-caused missed appointments - customer not ready, no access)</li> </ul>			
<b>Inclusions:</b>	<ul style="list-style-type: none"> <li>Unbundled loops include Analog 2W loops only</li> <li>Valid orders only</li> </ul>			
<b>Market:</b>	<b>WHOLESALE</b>	<b>RETAIL</b>		
<b>Disaggregation:</b>	Unbundled Loops			
<b>System Source:</b>	For Internal Use Only			
<b>Data Source:</b>	For Internal Use Only			


**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Outcome

REFERENCE:	ORDERING & PROVISIONING – Order Completion Measurements	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Confirmed Due Dates Not Met	Resale POTS	X	X
		Unbundled Loops	X	
		✓ Interconnection Trunks	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	(Number of Trunk Installations Completed After the FOC Due Date / Total Number of Trunk Installations) X 100			
Description(s) / Definition(s):	<p>“Confirmed Due Dates Not Met” measures the number of trunk installations not completed by a valid firm order confirmation (FOC) due date, as a percentage of the total number of trunk installations in the reporting period.</p> <ul style="list-style-type: none"> <li>A <u>valid order</u> contains all relevant and correct information required to fully process the order.</li> <li><u>FOC (Firm Order Confirmation)</u> is defined as an acknowledgement to the customer that provides among other items: circuit number, order number, and a confirmed due date. The confirmation is sent from Ameritech to the CLEC stating that the order will be worked as submitted or worked with the modifications specified on the confirmation.</li> <li>The trunk is considered “installed” when the trunk is in place by Ameritech.</li> </ul>			
Business Rules:	<ul style="list-style-type: none"> <li>The trunk is counted in the period it is reported “complete”. (e.g. paperwork is completed)</li> <li>Subsequent due date changes by and for Ameritech do not change the original order date by which the measure is calculated.</li> <li>Supplemental orders by the customer may change the due date by which this measure is calculated.</li> </ul>			
Exclusions:	<ul style="list-style-type: none"> <li>Cancelled orders</li> <li>Disconnect “D” orders</li> <li>Force majeure (as defined in the interconnection agreements)</li> <li>Delaying events as defined in the interconnection agreements (e.g., customer-caused missed appointments - customer not ready, no access)</li> </ul>			
Inclusions:	<ul style="list-style-type: none"> <li>Valid orders only</li> </ul>			
Market:	WHOLESALE	RETAIL		
Disaggregation:	Interconnection Trunks			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			



MPSC Case No. U-11830

WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE

Measurement Type: Outcome

<b>REFERENCE:</b>	<b>ORDERING &amp; PROVISIONING – Order Status Measurements</b>	<b>DISAGGREGATION CATEGORIES:</b>	<b>W</b>	<b>R</b>
		✓ <i>Resale</i>		X
<b>MEASUREMENT:</b>	Average Reject Notice Interval			
		✓ <i>Unbundled Loops</i>		X
<b>S.M. Export(s):</b>	For Internal Use Only			
<b>AHS Contact(s):</b>	For Internal Use Only			
<b>Reporting Period:</b>	One Calendar Month			
<b>Calculation:</b>	$\{ \Sigma[(\text{Date and Time Rejected 855 Made Available to the CLEC}) - (\text{Receive Date and Time})] \} / \text{Total Number of Rejected 855s for Electronically Received Processed Orders}$ <p><b>Benchmark Percentage:</b>  <math display="block">[\text{Number of Rejected 855s Made Available to the CLEC Within a Specified Interval (24 Hours)} / \text{Total Number of Rejected 855s for Electronically Received Processed Orders}] \times 100</math> </p>			
<b>Description(s) / Definition(s):</b>	<p>“Average Reject Notice Interval” measures the average rejected 855 response time (in hours), for the total number of rejected 855s for electronically received orders processed within the reporting period.</p> <ul style="list-style-type: none"> <li>An <u>855</u> is a notification to the CLEC whether the submitted order is valid and can be processed and worked by Ameritech. When used to provide a “reject”, it provides notification that the order cannot be worked as submitted.</li> <li>The <u>receive date and time</u> is the date and time the service order is received by Ameritech.</li> <li><u>Rejected 855 response time</u> is defined as the hours elapsed between the time Ameritech receives the service order from the CLEC and the time that the rejected 855 is made available to the CLEC.</li> </ul> <p><b>Benchmark Percentage:</b>  “Percent within a Specified Interval” measures the number of rejected 855s for electronically received orders returned to the CLEC within a specified interval (24 hours), as a percentage of the total number of rejected 855s for electronically received orders processed within the reporting period. </p>			
<b>Business Rules:</b>	<ul style="list-style-type: none"> <li>The measure is calculated using business days only (i.e., Monday - Friday, excluding holidays).</li> <li>Requests received after 7:00 p.m. are considered as received on next business day.</li> </ul>			
<b>Exclusions:</b>				
<b>Inclusions:</b>	<ul style="list-style-type: none"> <li>Electronically received orders only</li> <li>EDI-based orders only</li> </ul>			
<b>Market:</b>	<b>WHOLESALE</b>	<b>RETAIL</b>		
<b>Disaggregation:</b>	<ul style="list-style-type: none"> <li>Resale</li> <li>Unbundled Loops</li> </ul>			
<b>System Source:</b>	For Internal Use Only			
<b>Data Source:</b>	For Internal Use Only			

**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Indicator

REFERENCE:	ORDERING & PROVISIONING – Order Status Measurements	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Average FOC Notice Interval	✓ Resale	X	
		✓ Unbundled Loops	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	{Σ[(Date and Time 855 FOCs Made Available to the CLEC) – (Receive Date and Time)]} / Total Number of 855 FOCs for Electronically Received Processed Orders			
	<u>Benchmark Percentage:</u> [Number of 855 FOCs Made Available to the CLEC Within a Specified Interval (24 Hours) / Total Number of 855 FOCs for Electronically Received Processed Orders] X 100			
Description(s) / Definition (s):	<p>“Average FOC Notice Interval” measures the average 855 FOC response time (in hours), for the total number of 855 FOCs for electronically received orders processed within the reporting period.</p> <ul style="list-style-type: none"><li>An <u>855</u> is a notification to the CLEC whether the submitted order is valid and can be processed and worked by Ameritech.</li><li><u>FOC (Firm Order Confirmation)</u> is defined as an acknowledgement to the customer that provides among other items: circuit number, order number, and a confirmed due date. The confirmation is sent from Ameritech to the CLEC stating that the order will be worked as submitted or worked with the modifications specified on the confirmation.</li><li>The <u>receive date and time</u> is the date and time the service order is received by Ameritech's gateway.</li><li><u>FOC response time</u> is the hours elapsed between the time Ameritech receives the service order from the CLEC and the time that the FOC is made available to the CLEC.</li></ul> <p><u>Benchmark Percentage:</u> “Percent within a Specified Interval” measures the number of 855 FOCs for electronically received orders returned to the CLEC within a specified interval (24 hours), as a percentage of the total number of 855 FOCs for electronically received orders processed within the reporting period.</p>			
Business Rules:	<ul style="list-style-type: none"><li>The measure is calculated using business days only (i.e., Monday - Friday, excluding holidays).</li><li>Requests received after 7:00 p.m. are considered as received on next business day.</li></ul>			
Exclusions:	<ul style="list-style-type: none"><li>Rejected orders</li></ul>			
Inclusions:	<ul style="list-style-type: none"><li>Electronically received orders only</li><li>EDI-based orders only</li></ul>			
Market:	WHOLESALE		RETAIL	
Disaggregation:	<ul style="list-style-type: none"><li>Resale</li><li>Unbundled Loops</li></ul>			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			


**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Outcome

<b>REFERENCE:</b>	<b>ORDERING &amp; PROVISIONING—Order Status Measurements</b>	<b>DISAGGREGATION CATEGORIES:</b>	<b>W</b>	<b>R</b>
<b>MEASUREMENT:</b>	<b>Average Completion Notice Interval</b>	✓ <i>Resale</i> ✓ <i>Unbundled Loops</i>	X	X
<b>S.M. Expert(s):</b>	For Internal Use Only			
<b>AIIS Contact(s):</b>	For Internal Use Only			
<b>Reporting Period:</b>	One Calendar Month			
<b>Calculation:</b>	$\{ \sum [(\text{Date and Time Completion Notification Made Available to the CLEC}) - (\text{Completion Date})] \} / \text{Total Number of Completion Notifications for Electronically Received Processed Orders}$			
	<b>Benchmark Percentage:</b> Number of Completion Notifications Made Available to the CLEC Within a Specified Interval (48 Hours) / Total Number of Completion Notifications for Electronically Received Processed Orders X 100			
<b>Description(s) / Definition(s):</b>	<p>“Average Completion Notice Interval” measures the average completion notification response time (in hours), for the total number of completion notifications for electronically received orders processed within the reporting period.</p> <ul style="list-style-type: none"> <li>Completion notification is communication to the CLEC that all work requested on the CLEC order (and any supplemental orders) has been completed.</li> <li>Completion date is the date the requested work has been completed (the installation date equals the completion date). The system assumes that all completions for the day are completed at 12:00am (00:00:00) of that day.</li> </ul> <p><b>Benchmark Percentage:</b>            “Percent within a Specified Interval” measures the number of completion notifications made available to the CLEC within a specified interval (48 hours), as a percentage of the total number of completion notifications transmitted for orders originally received electronically within the reporting period.</p>			
<b>Business Rules:</b>	<ul style="list-style-type: none"> <li>The measure is calculated using business days only (i.e., Monday - Friday, excluding holidays).</li> </ul>			
<b>Exclusions:</b>	<ul style="list-style-type: none"> <li>Rejected orders</li> </ul>			
<b>Inclusions:</b>	<ul style="list-style-type: none"> <li>Electronically received orders only</li> <li>EDI-based orders only</li> </ul>			
<b>Market:</b>	<b>WHOLESALE</b>	<b>RETAIL</b>		
<b>Disaggregation:</b>	<ul style="list-style-type: none"> <li>Resale</li> <li>Unbundled Loops</li> </ul>			
<b>System Source:</b>	For Internal Use Only			
<b>Data Source:</b>	For Internal Use Only			


**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Indicator

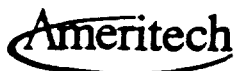
<b>REFERENCE:</b>	<b>ORDERING &amp; PROVISIONING - Held Order Measurements</b>	<b>DISAGGREGATION CATEGORIES:</b>	W	R
<b>MEASUREMENT:</b>	Average Interval for Past Due Orders	✓ <i>Resale POTS</i>	X	X
		Unbundled Loops	X	
<b>S.M. Expert(s):</b>	For Internal Use Only			
<b>AIS Contact(s):</b>	For Internal Use Only			
<b>Reporting Period:</b>	One Calendar Month			
<b>Calculation:</b>	$\{ \Sigma[(\text{Completion Date}) - (\text{Due Date})] \} / \text{Total Number of Past Due Orders}$			
<b>Description(s) / Definition(s):</b>	<p>"Average Interval for Past Due Orders" measures the average elapsed number of days from the confirmed order due date to completion date, for all past due orders completed within the reporting period.</p> <ul style="list-style-type: none"> <li>A <u>valid order</u> contains all relevant and correct information required to fully process the order.</li> <li>A <u>past due order</u> is defined as an order that is completed on a date after its confirmed order due date.</li> <li>The <u>confirmed due date</u> is defined as the date assigned by Ameritech and communicated to the CLEC via a FOC (Firm Order Confirmation) representing the date that Ameritech has committed to complete the service order by activating service on the line.</li> <li><u>FOC (Firm Order Confirmation)</u> is defined as an acknowledgement to the customer that provides among other items: circuit number, order number, and a confirmed due date. The confirmation is sent from Ameritech to the CLEC stating that the order will be worked as submitted or worked with the modifications specified on the confirmation.</li> <li>A <u>completion date</u> is the date the requested work has been completed. (The completion date equals the installation date)</li> <li>A service order is considered "installed" when service is activated on the line.</li> </ul>			
<b>Business Rules:</b>	<ul style="list-style-type: none"> <li>The measure is calculated using calendar days.</li> <li>The order is counted in the period that it is closed (e.g. paperwork is completed).</li> <li>Subsequent due date changes by and for Ameritech do not change the original due date by which this measure is calculated.</li> <li>Supplemental orders by the customer may change the due date by which this measure is calculated.</li> </ul>			
<b>Exclusions:</b>	<ul style="list-style-type: none"> <li>Cancelled orders</li> <li>Force majeure (as defined in the interconnection agreements)</li> <li>Delaying events as defined in the interconnection agreements (e.g., customer-caused missed appointments - customer not ready, no access)</li> <li>Incumbent LEC orders associated with internal use of local services (Applies to Retail only)</li> </ul>			
<b>Inclusions:</b>	<ul style="list-style-type: none"> <li>Valid Orders Only</li> <li>All change (C), new (N), and to (T) type orders and related supplement orders</li> </ul>			
<b>Market:</b>	<b>WHOLESALE</b>	<b>RETAIL</b>		
<b>Disaggregation:</b>	<ul style="list-style-type: none"> <li>Resale Residence POTS</li> <li>Resale Business POTS</li> <li>Resale Centrex</li> </ul>	<ul style="list-style-type: none"> <li>Retail Residence POTS</li> <li>Retail Business POTS</li> <li>Retail Centrex</li> </ul>		
<b>System Source:</b>	For Internal Use Only	For Internal Use Only		
<b>Data Source:</b>	For Internal Use Only	For Internal Use Only		




**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: **Indicator**

<b>REFERENCE:</b>	<b>ORDERING &amp; PROVISIONING – Held Order Measurements</b>	<b>DISAGGREGATION CATEGORIES:</b>	<b>W</b>	<b>R</b>
<b>MEASUREMENT:</b>	Average Interval for Past Due Loops	Resale POTS	X	X
		✓ <i>Unbundled Loops</i>	X	
<b>S.M. Expert(s):</b>	For Internal Use Only			
<b>AIIS Contact(s):</b>	For Internal Use Only			
<b>Reporting Period:</b>	One Calendar Month			
<b>Calculation:</b>	$\{ \Sigma[(\text{Completion Date}) - (\text{Due Date})] \} / \text{Total Number of Past Due Loops}$			
<b>Description(s) / Definition (s):</b>	<p>“Average Interval for Past Due Loops” measures the average elapsed number of days from the confirmed loop due date to completion date, for all past due loops completed within the reporting period.</p> <ul style="list-style-type: none"> <li>A <u>valid order</u> contains all relevant and correct information required to fully process the order.</li> <li>A <u>past due loop</u> is defined as a loop that is completed on a date after its confirmed order due date.</li> <li>The <u>confirmed due date</u> is defined as the due date assigned by Ameritech and communicated to the CLEC via a FOC (Firm Order Confirmation) representing the date that Ameritech has committed to complete the installation of the unbundled loop.</li> <li><u>FOC (Firm Order Confirmation)</u> is defined as an acknowledgement to the customer that provides among other items: circuit number, order number, and a confirmed due date. The confirmation is sent from Ameritech to the CLEC stating that the order will be worked as submitted or worked with the modifications specified on the confirmation.</li> <li>A <u>completion date</u> is the date the requested work has been completed. The work has been completed when the loop on a service order is closed out with the completion date.</li> <li>A loop is considered “installed” when the unbundled loop is in place by Ameritech.</li> </ul>			
<b>Business Rules:</b>	<ul style="list-style-type: none"> <li>The measure is calculated using calendar days.</li> <li>A loop is counted in the period that it is closed (e.g. paperwork is completed).</li> <li>Subsequent due date changes by and for Ameritech (except in situations involving special construction) do not change the original order date by which the measure is calculated.</li> <li>Supplemental orders by the customer may change the due date by which this measure is calculated.</li> </ul>			
<b>Exclusions:</b>	<ul style="list-style-type: none"> <li>Cancelled orders</li> <li>Disconnect “D” orders</li> <li>Force majeure (as defined in the interconnection agreements)</li> <li>Delaying events (e.g., customer-caused missed appointments - customer not ready, no access)</li> </ul>			
<b>Inclusions:</b>	<ul style="list-style-type: none"> <li>Valid Orders Only</li> <li>Unbundled loops include Analog 2W loops only</li> </ul>			
<b>Market:</b>	<b>WHOLESALE</b>	<b>RETAIL</b>		
<b>Disaggregation:</b>	Unbundled Loops			
<b>System Source:</b>	For Internal Use Only			
<b>Data Source:</b>	For Internal Use Only			



MPSC Case No. U-11830

# WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE

Measurement Type: Outcome

<b>REFERENCE:</b>	<b>ORDERING &amp; PROVISIONING – Installation Troubles Measurement</b>	<b>DISAGGREGATION CATEGORIES:</b>	W	R
<b>MEASUREMENT:</b>	Installation Trouble Reports (New Service Failures)	✓ Resale POTS	X	X
		Unbundled Loops	X	
<b>S.M. Expert(s):</b>	For Internal Use Only			
<b>AIS Contact(s):</b>	For Internal Use Only			
<b>Reporting Period:</b>	One Calendar Month			
<b>Calculation:</b>	(Number of Trouble Reports Received on Service Orders Within 7 Days After Completion / Total Number of Order Installations Completed) X 100			
<b>Description(s) / Definition(s):</b>	<p>“Installation Trouble Reports (New Service Failures)” measures the number of service orders that receive a trouble report within the first seven days after the service order has been completed, as a percentage of total number of order installations completed in the reporting period.</p> <ul style="list-style-type: none"> <li>A <u>trouble report</u> is generated in Ameritech’s systems when a customer (end-user or CLEC) contacts Ameritech to report trouble with their Resale/Retail Service.</li> <li>An <u>order installation</u> has been completed when the requested work has been completed. (The installation date equals the completion date)</li> <li>A service order is considered installed when service is activated on the line.</li> </ul>			
<b>Business Rules:</b>	<ul style="list-style-type: none"> <li>The measure is calculated using calendar days.</li> </ul>			
<b>Exclusions:</b>	<ul style="list-style-type: none"> <li>Change orders generated as a result of a repair visit</li> <li>Subsequent trouble reports - an additional call on a previously reported trouble that has not yet been reported as resolved or closed.</li> <li>Force majeure (as defined in the interconnection agreements)</li> <li>Employee reports</li> <li>Trouble reports not associated with a specific phone line (e.g., a report of a drop wire down)</li> </ul>			
<b>Inclusions:</b>	<ul style="list-style-type: none"> <li>Found network troubles only. These include disposition codes 3 (regulated wire &amp; equipment), 4 (outside plant), and 5 (central office)</li> <li>New (N), change (C), and to (T) type orders and related supplement orders</li> </ul>			
<b>Market:</b>	<b>WHOLESALE</b>	<b>RETAIL</b>		
<b>Disaggregation:</b>	<ul style="list-style-type: none"> <li>Resale Residence POTS <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> <li>Resale Business POTS <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> <li>Resale Centrex <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Retail Residence POTS <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> <li>Retail Business POTS <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> <li>Retail Centrex <ul style="list-style-type: none"> <li>Field Visit</li> <li>Non-Field Visit</li> </ul> </li> </ul>		
<b>System Software:</b>	For Internal Use Only	For Internal Use Only		
<b>Data Source:</b>	For Internal Use Only	For Internal Use Only		



MPSC Case No. U-11830

**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Outcome

REFERENCE:	ORDERING & PROVISIONING -- Installation Troubles Measurement	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Installation Trouble Reports (New Service Failures)	Resale POTS	X	X
		✓ <i>Unbundled Loops</i>	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	(Number of Trouble Reports Received on Loops Within 7 Days After Completion / Total Number of Loop Installations Completed) X 100			
Description(s) / Definition(s):	<p>"Installation Trouble Reports (New Service Failures)" measures the number of loops that receive a trouble report within the first 7 days after the loop has been installed, as a percentage of total number of loop installations completed in the reporting period.</p> <ul style="list-style-type: none"><li>A <u>trouble report</u> is generated in Ameritech's systems when a customer contacts Ameritech to report trouble with their service.</li><li>A <u>loop installation</u> has been completed when the requested work has been completed (the installation date equals the completion date.)</li><li>A loop is considered "installed" when the unbundled loop is in place by Ameritech.</li></ul>			
Business Rules:	<ul style="list-style-type: none"><li>The measure is calculated using calendar days.</li></ul>			
Exclusions:	<ul style="list-style-type: none"><li>Trouble tickets involving interexchange carriers, request for information, interconnection trunks (including EXC trunks), and CPE</li><li>Disconnect "D" orders</li><li>Force majeure (as defined in the interconnection agreements)</li></ul>			
Inclusions:	<ul style="list-style-type: none"><li>Unbundled loops include Analog 2W loops only</li></ul>			
Market:	<b>WHOLESALE</b>		<b>RETAIL</b>	
Disaggregation:	<ul style="list-style-type: none"><li>Unbundled Loops</li></ul>			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			

**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Indicator

REFERENCE:	ORDERING & PROVISIONING – Order Quality Measurements	DISAGGREGATION CATEGORIES:		W	R
		✓ Resale		X	
MEASUREMENT:	Percentage of Order Flow Through	✓ Unbundled Loops		X	
S.M. Expert(s):	For Internal Use Only				
AIIS Contact(s):	For Internal Use Only				
Reporting Period:	One Calendar Month				
Calculation:	(Number of Electronically Received Orders that Are Electronically Processed / Total Number of Valid Orders Received Electronically) X 100				
Description(s) / Definition (s):	“Percentage of Order Flow Through” measures the number of electronically received and electronically processed orders, as a percentage of the total number of valid orders received electronically in the reporting period.  <ul style="list-style-type: none"><li>• A <u>valid order</u> contains all relevant and correct information required to fully process the order.</li><li>• An <u>electronically received</u> order is an order that is transmitted to Ameritech via the EDI ordering interface.</li><li>• An <u>electronically processed</u> order is an order that has passed system checks, been accepted by the EDI ordering interface, and flows to downstream systems without manual intervention</li><li>• A <u>rejected order</u> is an order that does not pass system checks and is electronically returned to the CLEC prior to being accepted by the EDI ordering interface.</li></ul>				
Business Rules:	<ul style="list-style-type: none"><li>• Orders are counted in the reporting period that they are received.</li></ul>				
Exclusions:	<ul style="list-style-type: none"><li>• Rejected orders</li></ul>				
Inclusions:	<ul style="list-style-type: none"><li>• Valid orders only</li><li>• EDI-based orders only</li></ul>				
Market:	WHOLESALE		RETAIL		
Disaggregation:	<ul style="list-style-type: none"><li>• Resale</li><li>• Unbundled Loops</li></ul>				
System Source:	For Internal Use Only				
Data Source:	For Internal Use Only				


**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Indicator

REFERENCE:	ORDERING & PROVISIONING – Order Quality Measurements	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Percentage of Rejected Orders (Service Order Accuracy – Electronically Received Order Quality)	✓ Resale	X	
		✓ Unbundled Loops		X
S.M. Expert(s):	For Internal Use Only			
AHS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	(Number of Electronically Received Orders Electronically or Manually Rejected / Total Number of Electronically Processed Orders) X 100			
Description(s) / Definition(s):	<p>“Percentage of Rejected Orders (Service Order Accuracy – Electronically Received Order Quality)” measures the number of electronically received orders that are electronically or manually rejected by the service center as a percentage of the total number of orders processed electronically in the reporting period.</p> <ul style="list-style-type: none"><li>• An <u>electronically received</u> order is an order that is transmitted to Ameritech via the EDI ordering interface.</li><li>• An <u>electronically processed</u> order is an order that has passed system checks, been accepted by the EDI ordering interface, and flows to downstream systems without manual intervention</li><li>• A <u>rejected order</u> is an order that does not pass system checks and is electronically returned to the CLEC prior to being accepted by the EDI ordering interface.</li></ul>			
Business Rules:				
Exclusions:				
Inclusions:	<ul style="list-style-type: none"><li>• Rejected orders only</li><li>• EDI-based orders only</li></ul>			
Market:	WHOLESALE		RETAIL	
Disaggregation:	<ul style="list-style-type: none"><li>▪ Resale</li><li>▪ Unbundled Loops</li></ul>			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			

**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Outcome

<b>REFERENCE:</b>	<b>911 DATABASE UPDATE AND ACCURACY</b>	<b>DISAGGREGATION CATEGORIES:</b>	<b>W</b>	<b>R</b>
<b>MEASUREMENT:</b>	Customer Record Update Files Not Processed by the Next Business Day	✓ <i>Received Electronically</i>	X	X
		Received Manually	X	
<b>S.M. Expert(s):</b>	For Internal Use Only			
<b>AHS Contact(s):</b>	For Internal Use Only			
<b>Reporting Period:</b>	One Calendar Month			
<b>Calculation:</b>	(Number of Electronically Received CRU Files Not Processed by the Next Business Day / Total Number of Electronically Received CRU Files Processed) X 100			
<b>Description(s) / Definition(s):</b>	<p>"Customer Record Update Files Not Processed by the Next Business Day – Received Electronically" measures the number of electronically received customer record update (CRU) files that are not processed by the end of the next business day, as a percentage of the total number of CRU files received electronically that are processed in the reporting period.</p> <p>A <u>customer record update</u> (CRU) is defined as a change to end-user information, such as telephone number, name and/or address. A Customer Record Update may affect more than one customer record. Customer Record Updates are submitted in batch as a Customer Record Update file.</p> <p>An <u>electronic CRU file</u> is the combination of multiple customer record updates. If the file is created systematically (i.e. every hour) it may contain zero customer record updates.</p> <p>Electronic CRU files are received by the gateway, which is the front-end to the 911 system.</p>			
<b>Business Rules:</b>	<p>A business day is defined as Monday through Friday, 12:00 a.m. to 11:59 p.m. Mountain Time.</p> <p>The next business day is defined as the following business day by midnight (i.e., a file received at the gateway on a Tuesday at 8:00 a.m. needs to be processed by Wednesday at midnight).</p> <p>Files received at the gateway on Saturday, Sunday or Holidays [currently defined as the eight (8) recognized Ameritech holidays] will be considered as received on the next business day (i.e., a file received on Saturday will be considered "received" on Monday and must be processed by Tuesday at midnight).</p>			
<b>Exclusions:</b>				
<b>Inclusions:</b>	<ul style="list-style-type: none"> <li>The Wholesale results contain data for only facilities-based carriers.</li> <li>Because the process handles both Retail and non-facilities based Telcos (i.e. Resale) orders in the same fashion (both are sent in the same data file) they can not be distinguished by the supporting system. Therefore, these entities are combined in one overall measure and presented as "Retail" performance.</li> </ul>			
<b>Market:</b>	<b>WHOLESALE</b>	<b>RETAIL</b>		
<b>Disaggregation:</b>				
<b>System Source:</b>	For Internal Use Only	For Internal Use Only		
<b>Data Source:</b>	For Internal Use Only	For Internal Use Only		

**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Indicator

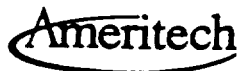
<b>REFERENCE:</b>	<b>911 DATABASE UPDATE AND ACCURACY</b>	<b>DISAGGREGATION CATEGORIES:</b>	<b>W</b>	<b>R</b>
<b>MEASUREMENT:</b>	Customer Record Update Files Not Processed by the Next Business Day	Received Electronically	X	X
		✓ Received Manually	X	
<b>S.M. Expert(s):</b>	For Internal Use Only			
<b>AIIS Contact(s):</b>	For Internal Use Only			
<b>Reporting Period:</b>	One Calendar Month			
<b>Calculation:</b>	(Number of Manually Received CRU Files Not Processed by the Next Business Day / Total Number of Manually Received CRU Files Processed) X 100			
<b>Description(s) / Definition(s):</b>	<p>"Customer Record Update Files Not Processed by the Next Business Day – Received Manually" measures the number of manually received customer record update (CRU) files that are not processed by the end of the next business day, as a percentage of the total number of CRU files received manually that are processed in the reporting period.</p> <p>A <u>customer record update</u> (CRU) is defined as a change to end-user information, such as telephone number, name and/or address. A Customer Record Update may affect more than one customer record. Customer Record Updates are submitted in batch as a Customer Record Update file.</p> <p>A <u>manual CRU file</u> is a combination of CRU's bundled into a file that is sent via fax to SCC. A file may contain many updates or changes to the Selective Router/Automatic Location Identifier database pertaining to end-user information, such as telephone number, name and/or address.</p>			
<b>Business Rules:</b>	<p>A business day for manually submitted CRU Files is defined as Monday through Friday, 9:00 a.m. to 6:00 p.m. Mountain Time.</p> <p>Files sent during non-business hours will be marked "received" as of the following business day.</p> <p>The next business day is defined as the end of the following business day (i.e., a file received on a Tuesday at 9:00 a.m. needs to be processed by Wednesday at 6:00 p.m.).</p> <p>Files received on Saturday, Sunday, or holidays [currently defined as the eight (8) recognized Ameritech holidays] will be considered as received on the next business day (i.e., a file received on Saturday is considered "received" on Monday and must be processed by Tuesday 6:00 p.m.).</p>			
<b>Exclusions:</b>				
<b>Inclusions:</b>	<ul style="list-style-type: none"> <li>The Wholesale results contain data for only facilities-based carriers.</li> </ul>			
<b>Market:</b>	<b>WHOLESALE</b>	<b>RETAIL</b>		
<b>Disaggregation:</b>				
<b>System Source:</b>	For Internal Use Only			
<b>Data Source:</b>	For Internal Use Only			


**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Indicator

REFERENCE:	911 DATABASE UPDATE AND ACCURACY	DISAGGREGATION CATEGORIES:		W	R
MEASUREMENT:	Errors in Customer Record Update Files	✓ Received Electronically		X	
		Received Manually		X	
S.M. Expert(s):	For Internal Use Only				
AIIS Contact(s):	For Internal Use Only				
Reporting Period:	One Calendar Month				
Calculation:	(Number of Erred Customer Record Updates Received Electronically / Total Number of Customer Record Updates Received Electronically) X 100				
Description(s) / Definition (s):	<p>"Errors in Customer Record Update Files" measures the number of electronically received customer record updates (CRU) with errors as a percentage of the total number of electronically received CRU's processed in the reporting period.</p> <p>Note: This measure is calculated on a per record (CRU) basis not a per file basis. For example, 1 CRU file containing 100 records, 2 records with errors, would produce an error rate of 2%.</p> <p>An <u>erred CRU</u> is defined as a CRU that did not pass the series of edit checks and therefore, was not sent to the Selective Router /Automatic Location Identifier database.</p> <p>Electronic CRU files are received by the gateway which is the front-end to the 911 system.</p>				
Business Rules:					
Exclusions:					
Inclusions:	• The Wholesale results contain data for only facilities-based carriers.				
Market:	WHOLESALE		RETAIL		
Disaggregation:					
System Sources:	For Internal Use Only		For Internal Use Only		
Data Source:	For Internal Use Only		For Internal Use Only		




**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Indicator

<b>REFERENCE:</b>	<b>911 DATABASE UPDATE AND ACCURACY</b>	<b>DISAGGREGATION CATEGORIES:</b>	<b>W</b>	<b>R</b>
<b>MEASUREMENT:</b>	Errors in Customer Record Update Files	Received Electronically	X	
		✓ Received Manually		X
<b>S.M. Expert(s):</b>	For Internal Use Only			
<b>AIIS Contact(s):</b>	For Internal Use Only			
<b>Reporting Period:</b>	One Calendar Month			
<b>Calculation:</b>	(Number of Erred CRUs Received Manually/ Total Number of Manually Received CRUs) X 100			
<b>Description(s) / Definition(s):</b>	<p>"Errors in Customer Record Update Files" measures the number of manually received customer record updates (CRU) with errors as a percentage of the total number of manually received CRU's processed in the reporting period.</p> <p>Note: This measure is calculated on a per record (CRU) basis not a per file basis. For example, 1 CRU file containing 100 records, 2 records with errors, would produce an error rate of 2%.</p> <p>A manual customer record update (CRU) file is a combination of CRU's bundled into a file that is sent via fax to SCC Communications Corp. A file may contain many updates or changes to the SR/ALI database pertaining to end-user information, such as telephone number, name and/or address.</p> <p>An <u>erred CRU</u> is defined as a CRU that did not pass the series of edit checks and therefore, was not updated to the Selective Router/Automatic Location Identifier databases.</p>			
<b>Business Rules:</b>				
<b>Exclusions:</b>				
<b>Inclusions:</b>	• The Wholesale results contain data for only the facilities-based carriers.			
<b>Market:</b>	<b>WHOLESALE</b>	<b>RETAIL</b>		
<b>Disaggregation:</b>				
<b>System Source:</b>	For Internal Use Only			
<b>Data Source:</b>	For Internal Use Only			

**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

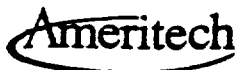
Measurement Type: Outcome

REFERENCE:	911 DATABASE UPDATE AND ACCURACY	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Erred Customer Record Update Files Not Returned by Next Business Day	✓ Received Electronically	X	X
		Received Manually	X	
S.M. Expert(s):	For Internal Use Only			
AIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	( Number of Erred Customer Record Update Files Not Returned by the Next Business Day - Received Electronically/ Number of Erred CRU Files Received Electronically) X 100			
Description(s) / Definition(s):	<p>"Erred Customer Record Update Files Not Returned by the Next Business Day - Received Electronically" measures the number of erred customer record update (CRU) files that are not returned to the gateway by the next business day following processing completion, as a percentage of the total number of electronically received CRU files with errors reported during the reporting period.</p> <p>Note: As records pass through the edit checks, records identified with errors are assigned a reason code (e.g. 101 address not valid) and written to an error file. The error file is created when the initial CRU file has finished processing.</p> <p>Once created, an <u>Erred Customer Record Update File</u> is returned back to the gateway and time stamped (by SCC) for retrieval by the submitting carrier.</p> <p>Electronic CRU files are received by the gateway which is the front-end to the 911 system.</p>			
Business Rules:	<p>A business day is defined as Monday through Friday, 12:00 a.m. to 11:59 p.m. Mountain Time.</p> <p>The next business day is defined as the following business day by midnight (i.e., a file received at the gateway on a Tuesday at 8:00 a.m. needs to be processed by Wednesday at midnight).</p> <p>Files processed on Saturday, Sunday, or holidays [currently defined as the eight (8) recognized Ameritech holidays] will be considered processed on the next business day (i.e., a file received on Saturday will be marked "processed" on Monday and must be returned by Tuesday at midnight).</p>			
Exclusions:				
Inclusions:	<ul style="list-style-type: none"> <li>The Wholesale results contain data for only facilities-based carriers.</li> <li>Because the process handles both Retail and non-facilities based Telcos (i.e. Resale) orders in the same fashion (both are sent in the same data file) they can not be distinguished by the supporting system. Therefore, these entities are combined in one overall measure and presented as "Retail" performance.</li> </ul>			
Market:	WHOLESALE	RETAIL		
Disaggregation:				
System Source:	For Internal Use Only	For Internal Use Only		
Data Source:	For Internal Use Only	For Internal Use Only		


**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Indicator

<b>REFERENCE:</b>	<b>911 DATABASE UPDATE AND ACCURACY:</b>	<b>DISAGGREGATION CATEGORIES:</b>	W	R
<b>MEASUREMENT:</b>	Erred Customer Record Update Files Not Returned by Next Business Day	Received Electronically  ✓ Received Manually	X	X
<b>S.M. Expert(s):</b>	For Internal Use Only			
<b>AHS Contact(s):</b>	For Internal Use Only			
<b>Reporting Period:</b>	One Calendar Month			
<b>Calculation:</b>	( Number of Erred Customer Record Update Files Not Returned by the Next Business Day - Received Manually/ Number of Erred CRU Files Received Manually) X 100			
<b>Description(s) / Definition (s):</b>	<p>"Erred Customer Record Update Files Not Returned By The Next Business Day – Received Manually" measures the number of erred customer record update (CRU) files that are not returned by the next business day following processing completion, as a percentage of the total number of manually received CRU files with errors reported during the reporting period.</p> <p>Note: As manual records pass through the edit checks, records identified with errors are assigned a reason code (i.e. 101 address not valid) and written to an end of day error report. This report will consist of errors found in any file processed during the day.</p> <p>Once created, an <u>Erred Customer Record Update File</u> is faxed back to the CLEC. The time of "return" will be noted as the outgoing timestamp on the fax.</p>			
<b>Business Rules:</b>	<p>A business day for manually submitted CRU Files is defined as Monday through Friday, 9:00 a.m. to 6:00 p.m. Mountain Time.</p> <p>The next business day is defined as the end of the following business day (i.e., a file received on a Tuesday at 9:00 a.m. needs to be processed by Wednesday at 6:00 p.m.).</p> <p>Files processed on Saturday, Sunday, or holidays (currently defined as the eight (8) recognized Ameritech holidays) will be considered processed on the next business day (i.e., a file received on Saturday will be marked "processed" on Monday and must be returned by Tuesday at 6:00 p.m.).</p>			
<b>Exclusions:</b>				
<b>Inclusions:</b>	<ul style="list-style-type: none"> <li>The Wholesale results contain data for only the facilities-based carriers.</li> </ul>			
<b>Market:</b>	<b>WHOLESALE</b>	<b>RETAIL</b>		
<b>Disaggregation:</b>				
<b>System Source:</b>	For Internal Use Only			
<b>Data Source:</b>	For Internal Use Only			


**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

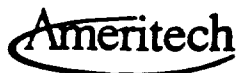
Measurement Type: Outcome

REFERENCE:	REPAIR & MAINTENANCE	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Mean Time to Repair (in hours)	✓ Resale POTS	X	X
		Unbundled Loops	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One calendar month			
Calculation:	$\frac{(\sum[(\text{Date and Time Initial Trouble Cleared}) - (\text{Date and Time Initial Trouble Report Received})])}{(\text{Total Number of Initial Trouble Reports Closed})}$			
Description(s) / Definition(s):	<p>"Mean Time to Repair (in hours)" measures the average service outage time for the total number of initial trouble reports closed in the reporting period.</p> <ul style="list-style-type: none"> <li>Service outage time is the elapsed time from trouble report receipt until service is restored or "cleared."</li> <li>A trouble report is generated in Ameritech's systems when a customer (end-user or CLEC) contacts Ameritech to report trouble with their service.</li> <li>An initial trouble report is the first notification of a particular trouble from a customer. A repeat trouble report is also considered an initial trouble report.</li> <li>A repeat report is counted when there is more than one initial trouble report on the same telephone line in a thirty-day period.</li> <li>A closed trouble report has a "cleared" status in Ameritech's systems coinciding with the resolution of the trouble report.</li> </ul>			
Business Rules:	<ul style="list-style-type: none"> <li>Counted in the month closed. (e.g. paperwork is completed)</li> </ul>			
Exclusions:	<ul style="list-style-type: none"> <li>Repair appointments for which the customer requested a later due date/time</li> <li>Subsequent trouble reports - an additional call on a previously reported trouble that has not yet been reported as resolved or closed</li> <li>Incumbent LEC trouble reports associated with internal or administrative use of local services (Applies to Retail only)</li> <li>Cancelled trouble tickets</li> <li>Force majeure (as defined in the interconnection agreements)</li> <li>Delaying events as defined in the interconnection agreements (e.g., no access)</li> <li>Employee reports</li> <li>Trouble reports not associated with a specific phone line (e.g., a report of a drop wire down)</li> </ul>			
Inclusions:	<ul style="list-style-type: none"> <li>Customer direct reports only</li> <li>Found network troubles only. These include disposition codes 3 (regulated wire &amp; equipment), 4 (outside plant), and 5 (central office)</li> </ul>			
Market:	<b>WHOLESALE</b>		<b>RETAIL</b>	
Disaggregation:	<ul style="list-style-type: none"> <li>Resale Residence POTS <ul style="list-style-type: none"> <li>Regulated Wire &amp; Equipment (Code 03)</li> <li>Outside Plant (Code 04)</li> <li>Central Office (Code 05)</li> </ul> </li> <li>Resale Business POTS <ul style="list-style-type: none"> <li>Regulated Wire &amp; Equipment (Code 03)</li> <li>Outside Plant (Code 04)</li> <li>Central Office (Code 05)</li> </ul> </li> <li>Resale Centrex <ul style="list-style-type: none"> <li>Regulated Wire &amp; Equipment (Code 03)</li> <li>Outside Plant (Code 04)</li> <li>Central Office (Code 05)</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>Retail Residence POTS <ul style="list-style-type: none"> <li>Regulated Wire &amp; Equipment (Code 03)</li> <li>Outside Plant (Code 04)</li> <li>Central Office (Code 05)</li> </ul> </li> <li>Retail Business POTS <ul style="list-style-type: none"> <li>Regulated Wire &amp; Equipment (Code 03)</li> <li>Outside Plant (Code 04)</li> <li>Central Office (Code 05)</li> </ul> </li> <li>Retail Centrex <ul style="list-style-type: none"> <li>Regulated Wire &amp; Equipment (Code 03)</li> <li>Outside Plant (Code 04)</li> <li>Central Office (Code 05)</li> </ul> </li> </ul>	
System Source:	For Internal Use Only		For Internal Use Only	
Data Source:	For Internal Use Only		For Internal Use Only	


**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Outcome

REFERENCE:	REPAIR & MAINTENANCE	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Mean Time to Repair (in hours)	Resale POTS	X	X
		✓ <i>Unbundled Loops</i>	X	
S.M. Expert(s):	For Internal Use Only			
AIS Contact(s):	For Internal Use Only			
Reporting Period:	One calendar month			
Calculation:	$\{ \sum [(\text{Date and Time Measured Trouble Restored}) - (\text{Date and Time Measured Trouble Report Received})] \} / (\text{Total Number of Measured Trouble Reports Closed})$ <p><u>Benchmark Percentage:</u>  <math display="block">[\text{Number of Measured Trouble Reports Restored within a Specified Interval ("X" Hours)} / \text{Total Number of Measured Trouble Reports Closed}] \times 100</math></p>			
Description(s) / Definition(s):	<p>"Mean Time to Repair (in hours)" measures the average service outage time for the total number of measured trouble reports closed in the reporting period.</p> <ul style="list-style-type: none"> <li>• <u>Service outage time</u> is the elapsed time from trouble report receipt until service is restored.</li> <li>• A <u>trouble report</u> is generated in Ameritech's systems when a customer contacts Ameritech to report trouble with their service.</li> <li>• A <u>measured trouble report</u> is a customer-reported trouble where the disposition falls into one of the following categories: facilities, central office, came clear, test OK, or no trouble found.</li> <li>• A <u>closed trouble report</u> has a "restored" status in Ameritech's systems coinciding with the resolution of the trouble report.</li> </ul> <p>"Percent within a Specified Interval" measures the number of measured trouble reports restored within a specified interval ("X" hours) as a percentage of the total number of measured trouble reports closed in the reporting period.</p>			
Business Rules:	<ul style="list-style-type: none"> <li>• Counted in the month closed. (e.g. paperwork is completed)</li> </ul>			
Exclusions:	<ul style="list-style-type: none"> <li>• Delays in repair appointments where the customer requested a later due date/time (the clock is stopped)</li> <li>• Non-measured trouble tickets involving interexchange carriers, request for information, interconnection trunks, and CPE</li> <li>• Cancelled trouble tickets</li> <li>• Force majeure (as defined in the interconnection agreements)</li> <li>• Delaying events (e.g., delays due to no access to the premise - the clock is stopped)</li> </ul>			
Inclusions:	<ul style="list-style-type: none"> <li>• Unbundled loops include Analog 2W loops only</li> <li>• Customer reported troubles only</li> </ul>			
Market:	WHOLESALE	RETAIL		
Disaggregation:	Unbundled Loops			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			


**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Outcome

REFERENCE:	REPAIR & MAINTENANCE	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Trouble Report Rate	✓ Resale POTS	X	X
		Unbundled Loops	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	[Number of Initial Trouble Reports Closed in a 30 Day Period / Number of Access Lines in Service at the End of the Reporting Period] X 100			
Description(s) / Definition(s):	<p>"Trouble Report Rate" measures the number of initial trouble reports closed in the reporting period divided by the total number of lines reported to be in service at the end of the reporting period, reported per 100 lines in service.</p> <ul style="list-style-type: none"> <li>A <u>trouble report</u> is generated in Ameritech's systems when a customer (end-user or CLEC) contacts Ameritech to report trouble with their service.</li> <li>An <u>initial trouble report</u> is the first notification of a particular trouble from a customer. A repeat trouble report is also considered an initial trouble report.</li> <li>A <u>closed trouble report</u> has a "cleared" status in Ameritech's systems coinciding with the resolution of the trouble report.</li> </ul>			
Business Rules:	<ul style="list-style-type: none"> <li>Counted in the month closed. (e.g. paperwork is completed)</li> <li>The measure is reported per 100 access lines.</li> </ul>			
Exclusions:	<ul style="list-style-type: none"> <li>Subsequent trouble reports - an additional call on a previously reported trouble that has not yet been reported as resolved or closed.</li> <li>Cancelled trouble tickets</li> <li>Force majeure (as defined in the interconnection agreements)</li> <li>Incumbent LEC trouble reports associated with internal or administrative use of local services (applies to Retail only)</li> <li>Employee reports</li> <li>Trouble reports not associated with a specific phone line (e.g., a report of a drop wire down)</li> <li>Installation trouble reports (new service failures)</li> </ul>			
Inclusions:	<ul style="list-style-type: none"> <li>Customer direct reports only</li> <li>Found network troubles only. These include disposition codes 3 (regulated wire &amp; equipment), 4 (outside plant), and 5 (central office)</li> </ul>			
Market:	<b>WHOLESALE</b>		<b>RETAIL</b>	
Disaggregation:	<ul style="list-style-type: none"> <li>Resale Residence POTS</li> <li>Resale Business POTS</li> <li>Resale Centrex</li> </ul>		<ul style="list-style-type: none"> <li>Retail Residence POTS</li> <li>Retail Business POTS</li> <li>Retail Centrex</li> </ul>	
System Sources:	For Internal Use Only		For Internal Use Only	
Data Source:	For Internal Use Only		For Internal Use Only	



MPSC Case No. U-11830

WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE

Measurement Type: Outcome

REFERENCE:	REPAIR & MAINTENANCE	DISAGGREGATION CATEGORIES:	W	R
		Resale POTS	X	X
MEASUREMENT:	Trouble Report Rate	✓ Unbundled Loops	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	[(Number of Measured Trouble Reports Closed in a 30 Day Period) / Number of Loops in Service at the End of the Reporting Period] X 100			
Description(s) / Definition (s):	<p>"Trouble Report Rate" measures the number of measured trouble reports closed in the reporting period divided by the total number of loops reported to be in service at the end of the reporting period, reported per 100 loops in service.</p> <ul style="list-style-type: none"> <li>A <u>trouble report</u> is generated in Ameritech's systems when a customer contacts Ameritech to report trouble with their service.</li> <li>A <u>measured trouble report</u> is a customer-reported trouble where the disposition falls into one of the following categories: facilities, central office, came clear, test OK or no trouble found.</li> <li>A <u>closed trouble report</u> has a "restored" status in Ameritech's systems coinciding with the resolution of the trouble report.</li> </ul>			
Business Rules:	<ul style="list-style-type: none"> <li>Counted in the month closed. (e.g. paperwork is completed)</li> <li>The measure is reported per 100 loops.</li> </ul>			
Exclusions:	<ul style="list-style-type: none"> <li>Non-measured trouble tickets involving interexchange carriers, request for information, interconnection trunks, and CPE</li> <li>Cancelled trouble tickets</li> <li>Force majeure (as defined in the interconnection agreements)</li> <li>Installation trouble reports (new service failures)</li> </ul>			
Inclusions:	<ul style="list-style-type: none"> <li>Unbundled loops include Analog 2W loops only</li> <li>Customer reported troubles only</li> </ul>			
Market:	WHOLESALE	RETAIL		
Disaggregation:	Unbundled Loops			
System Sources:	For Internal Use Only			
Data Source:	For Internal Use Only			


**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Outcome

REFERENCE:	REPAIR & MAINTENANCE	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Percent Repeats – Maintenance	✓ Resale POTS	X	X
		Unbundled Loops	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One calendar month			
Calculation:	(Number of Repeat Trouble Reports Closed) / Total Number of Initial Trouble Reports Closed) X 100			
Description(s) / Definition(s):	<p>"Percent Repeats – Maintenance" measures the number of repeat trouble reports closed, as a percentage of total number of initial trouble reports closed, within the reporting period.</p> <ul style="list-style-type: none"> <li>A <u>trouble report</u> is generated in Ameritech's systems when a customer (end-user or CLEC) contacts Ameritech to report trouble with their service.</li> <li>An <u>initial trouble report</u> is the first notification of a particular trouble from a customer. A repeat trouble report is also considered an initial trouble report.</li> <li>A <u>closed trouble report</u> has a "cleared" status in Ameritech's systems coinciding with the resolution of the trouble report.</li> <li>A <u>repeat report</u> is counted when there is more than one initial trouble report on the same telephone line in a thirty-day period.</li> </ul>			
Business Rules:	<ul style="list-style-type: none"> <li>Counted in the month closed. (e.g. paperwork is completed)</li> </ul>			
Exclusions:	<ul style="list-style-type: none"> <li>Subsequent trouble reports - an additional call on a previously reported trouble that has not yet been reported as resolved or closed.</li> <li>Cancelled trouble tickets</li> <li>Force majeure (as defined in the interconnection agreements)</li> <li>Incumbent LEC trouble reports associated with internal or administrative use of local services (Applies to Retail only)</li> <li>Employee reports</li> <li>Trouble reports not associated with a specific phone line (e.g., a report of a drop wire down)</li> <li>Initial Trouble reports with disposition code 1011 (Referred to DBAC or Annoyance Call Bureau), 1100-1199 (Billing office, administrative – not maintenance related) and 1370 – 1379 (CLEC end user calls redirected to the vendor).</li> </ul>			
Inclusions:	<ul style="list-style-type: none"> <li>Repeat trouble reports referencing found network troubles only. These include disposition codes 3 (regulated wire &amp; equipment), 4 (outside plant), and 5 (central office)</li> <li>Customer direct reports only</li> </ul>			
Market:	WHOLESALE	RETAIL		
Disaggregation:	<ul style="list-style-type: none"> <li>Resale Residence POTS</li> <li>Resale Business POTS</li> <li>Resale Centrex</li> </ul>	<ul style="list-style-type: none"> <li>Retail Residence POTS</li> <li>Retail Business POTS</li> <li>Retail Centrex</li> </ul>		
System Source:	For Internal Use Only	For Internal Use Only		
Data Source:	For Internal Use Only	For Internal Use Only		




**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Outcome

<b>REFERENCE:</b>	<b>REPAIR &amp; MAINTENANCE</b>	<b>DISAGGREGATION CATEGORIES:</b>	<b>W</b>	<b>R</b>
		Resale POTS	X	X
<b>MEASUREMENT:</b>	Percent Repeats – Maintenance	✓ <i>Unbundled Loops</i>	X	
<b>S.M. Expert(s):</b>	For Internal Use Only			
<b>AIS Contact(s):</b>	For Internal Use Only			
<b>Reporting Period:</b>	One calendar month			
<b>Calculation:</b>	(Number of Repeat Trouble Reports Closed) / Total Number of Measured Trouble Reports Closed) X 100			
<b>Description(s) / Definition (s):</b>	<p>“Percent Repeats – Maintenance” measures the total number of repeat trouble reports closed, as a percentage of total number of measured trouble reports closed, within the reporting period.</p> <ul style="list-style-type: none"> <li>• A <u>trouble report</u> is generated in Ameritech's systems when a customer contacts Ameritech to report trouble with their service.</li> <li>• A <u>measured trouble report</u> is a customer-reported trouble where the disposition falls into one of the following categories: facilities, central office, came clear, test OK or no trouble found.</li> <li>• A <u>closed trouble report</u> has a “restored” status in Ameritech's systems coinciding with the resolution of the trouble report.</li> <li>• A <u>repeat report</u> is counted when there is more than one trouble report on the same loop in a thirty-day period.</li> </ul>			
<b>Business Rules:</b>	<ul style="list-style-type: none"> <li>• Counted in the month closed. (e.g. paperwork is completed)</li> </ul>			
<b>Exclusions:</b>	<ul style="list-style-type: none"> <li>• Non-measured trouble tickets involving interexchange carriers, request for information, interconnection trunks, and CPE</li> <li>• Cancelled trouble tickets</li> <li>• Force majeure (as defined in the interconnection agreements)</li> </ul>			
<b>Inclusions:</b>	<ul style="list-style-type: none"> <li>• Unbundled loops include Analog 2W loops only</li> <li>• Customer reported troubles only</li> </ul>			
<b>Market:</b>	<b>WHOLESALE</b>	<b>RETAIL</b>		
<b>Disaggregation:</b>	Unbundled Loops			
<b>System Source:</b>	For Internal Use Only			
<b>Data Source:</b>	For Internal Use Only			


**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Outcome

REFERENCE:	REPAIR & MAINTENANCE	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Percentage of Customer Troubles Not Resolved within the Estimated Time	✓ Resale POTS	X	X
		Unbundled Loops	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	[Number of Initial Trouble Reports Not Resolved by Estimated Date and Time / Total Number of Initial Trouble Reports Closed within the Reporting Period] X 100			
Description(s) / Definition(s):	<p>"Percentage of Customer Troubles Not Resolved within Estimated Time" measures the number of initial customer-reported troubles not resolved within the Ameritech-provided date and time estimate, as a percentage of the total number of initial trouble reports closed within the reporting period.</p> <ul style="list-style-type: none"> <li>A <u>trouble report</u> is generated in Ameritech's systems when a customer (end-user or CLEC) contacts Ameritech to report trouble with their service.</li> <li>An <u>initial trouble report</u> is the first notification of a particular trouble from a customer. A repeat trouble report is also considered an initial trouble report.</li> <li>A <u>closed trouble report</u> has a "cleared" status in Ameritech's systems coinciding with the resolution of the trouble report.</li> </ul>			
Business Rules:	<ul style="list-style-type: none"> <li>Counted in the month closed. (e.g. paperwork is completed)</li> <li>Customer direct reports only.</li> </ul>			
Exclusions:	<ul style="list-style-type: none"> <li>Cancelled trouble tickets</li> <li>Incumbent LEC trouble reports associated with internal or administrative use of local services (Applies to Retail only)</li> <li>Subsequent trouble reports - an additional call on a previously reported trouble that has not yet been reported as resolved or closed.</li> <li>Force majeure (as defined in the interconnection agreements)</li> <li>Delaying events as defined in the interconnection agreements (e.g. no access)</li> <li>Employee Reports</li> <li>Trouble reports not associated with a specific phone line (e.g., a report of a drop wire down)</li> </ul>			
Inclusions:	<ul style="list-style-type: none"> <li>Customer reported troubles only</li> </ul>			
Market:	<b>WHOLESALE</b>		<b>RETAIL</b>	
Disaggregation:	<ul style="list-style-type: none"> <li>Resale Residence POTS</li> <li>Resale Business POTS</li> <li>Resale Centrex</li> </ul>		<ul style="list-style-type: none"> <li>Retail Residence POTS</li> <li>Retail Business POTS</li> <li>Retail Centrex</li> </ul>	
System Source:	For Internal Use Only		For Internal Use Only	
Data Source:	For Internal Use Only		For Internal Use Only	


**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Outcome

REFERENCE:	REPAIR & MAINTENANCE	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Percentage of Customer Troubles Not Resolved within the Estimated Time	Resale POTS	X	X
		✓ Unbundled Loops	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	[Number of Measured Trouble Reports Not Resolved by Estimated Date and Time / Total Number of Measured Trouble Reports Closed within the Reporting Period] X 100			
Description(s) / Definition (s):	<p>"Percentage of Customer Troubles Not Resolved within Estimated Time" measures the number of measured troubles not restored within the Ameritech-provided date and time estimate, as a percentage of the total number of measured trouble reports closed within the reporting period.</p> <ul style="list-style-type: none"><li>A <u>trouble report</u> is generated in Ameritech's systems when a customer contacts Ameritech to report trouble with their service.</li><li>A <u>measured trouble report</u> is a customer-reported trouble where the disposition falls into one of the following categories: facilities, central office, came clear, test OK, or no trouble found.</li><li>A <u>closed trouble report</u> has a "restored" status in Ameritech's systems coinciding with the resolution of the trouble report.</li></ul>			
Business Rules:	<ul style="list-style-type: none"><li>Counted in the month closed. (e.g. paperwork is completed)</li></ul>			
Exclusions:	<ul style="list-style-type: none"><li>Cancelled trouble tickets</li><li>Non-measured trouble tickets involving interexchange carriers, request for information, interconnection trunks, and CPE</li><li>Force majeure (as defined in the interconnection agreements)</li><li>Delaying events as defined in the interconnection agreements (e.g. no access)</li></ul>			
Inclusions:	<ul style="list-style-type: none"><li>Unbundled loops include Analog 2W loops only</li><li>Customer direct reports only</li></ul>			
Market:	WHOLESALE		RETAIL	
Disaggregation:	<ul style="list-style-type: none"><li>Unbundled Loops</li></ul>			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			



MPSC Case No. U-11830

WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE

Measurement Type: Outcome

REFERENCE:	BILLING	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Daily Usage Timeliness – Not Provided on Time	✓ Resale	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	(Number of Daily Usage Records Transmitted > 5 Days from the Origination Date / Total Number of Daily Usage Records Transmitted) X 100			
Description(s) / Definition(s):	<p>“Daily Usage Timeliness – Not Provided on Time” measures the percentage of daily usage records, within the reporting period, for which the elapsed time between the recording of the usage record per the AMA to the date of DUF generation exceeds five days.</p> <ul style="list-style-type: none"><li>• A <u>usage record</u> is a record detailing each end user's use of the incumbent's services. (i.e. pay-per use, operator assistance, and directory assistance).</li><li>• <u>AMA</u> (Automated Message Accounting) refers to automated message accounting -- a Bellcore developed recording format used by Ameritech's central offices.</li><li>• <u>DUF</u> - Daily Usage File</li></ul>			
Business Rules:	<ul style="list-style-type: none"><li>• The measure is calculated using business days only (i.e., Monday - Friday, excluding holidays).</li><li>• All applicable days are determined based on a full 24-hour calendar day.</li></ul>			
Exclusions:				
Inclusions:				
Market:	WHOLESALE	RETAIL		
Disaggregation:	• Resale			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			



MPSC Case No. U-11830

## WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE

Measurement Type: Indicator

REFERENCE:	BILLING:	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Ameritech Electronic Billing System – Bills Delivered Late	✓ Resale	X	
S.M. Expert(s):	For Internal Use Only			
AHS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	(Number of AEBS Bills Transmitted Over 12 Days After the Scheduled Billing Date / Total Number of AEBS Bills Transmitted) X 100			
Description(s) / Definition(s):	<p>“Ameritech Electronic Billing System (AEBS) Billing Interval Cycle Time” measures the percentage of AEBS bills, within the reporting period, for which the elapsed time between the scheduled billing date and the AEBS file generation date exceeds twelve (12) days.</p> <ul style="list-style-type: none"><li>• The <u>scheduled billing date</u> is 12 days after the completion of the CLEC's bill period, as required in the interconnection agreements.</li><li>• <u>Twelve Days</u> equals 10 calendar days plus 2 business. If the 10<sup>th</sup> calendar day falls on a Sunday, the calculation is moved to Monday.</li></ul>			
Business Rules:	<ul style="list-style-type: none"><li>• All applicable days are determined based on a full 24-hour calendar day.</li></ul>			
Exclusions:				
Inclusions:				
Market:	WHOLESALE	RETAIL		
Disaggregation:	• Resale			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			



MPSC Case No. U-11830

**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Indicator

REFERENCE:	BILLING	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Carrier Access Billing System - Bills Delivered Late	✓ UNE	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	(Number of Hardcopy CABS Bills Transmitted Over 6 Calendar Days After the Scheduled Billing Date / Total Number Of CABS Bills Scheduled for Delivery) X 100			
Description(s) / Definition (s):	"CABS – Bills Delivered Late" measures the number of hardcopy bills mailed over six calendar days after the billing date, as a percentage of the total number of CABS bills scheduled for delivery in the reporting period.			
Business Rules:	▪ All applicable days are determined based on a full 24-hour calendar day.			
Exclusions:				
Inclusions:				
Market:	WHOLESALE	RETAIL		
Disaggregation:	▪ UNE			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			

**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Outcome

<b>REFERENCE:</b>	<b>GENERAL – Systems Availability</b>	<b>DISAGGREGATION CATEGORIES:</b>	<b>W</b>	<b>R</b>
<b>MEASUREMENT:</b>	Percentage of Time Interface is Unavailable	✓ Pre-Ordering	X	
		EDI	X	
		Access Service Request	X	
		EB/TA Trouble Entry	X	
<b>S.M. Expert(s):</b>	For Internal Use Only			
<b>AHS Contact(s):</b>	For Internal Use Only			
<b>Reporting Period:</b>	One Calendar Month			
<b>Calculation:</b>	[Amount of Time the Pre-Ordering Interface (CSR, TN, AV, DDS) Was Unavailable / Total Scheduled Availability of the Pre-Ordering Interface] X 100			
<b>Description(s) / Definition (s):</b>	<p>“Overall Pre-Ordering Interface – Time Unavailable” measures the percentage of time in which the customer service record (CSR), telephone number (TN), address validation (AV) or/and due date selection (DDS) pre-ordering interface(s) were unavailable, as a percentage of the total interface scheduled availability in the reporting period.</p> <ul style="list-style-type: none"> <li>“Scheduled Availability” refers to the hours the system will accept transactions. (Note: Currently the system is scheduled to be available 6:00 a.m. to 11:00 p.m. CST Monday through Friday and 8:00 a.m. to 5:00 p.m. CST on Saturday).</li> </ul>			
<b>Business Rules:</b>				
<b>Exclusions:</b>				
<b>Inclusions:</b>				
<b>Market:</b>	<b>WHOLESALE</b>	<b>RETAIL</b>		
<b>Disaggregation:</b>	• Resale			
<b>System Source:</b>	For Internal Use Only			
<b>Data Source:</b>	For Internal Use Only			

**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Outcome

REFERENCE:	GENERAL – Systems Availability	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Percentage of Time Interface is Unavailable	Pre-Ordering	X	
		✓ EDI	X	
		Access Service Request	X	
		EB/TA Trouble Entry	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	[Amount of Time the EDI Interface Was Unavailable / Total Scheduled Availability of the EDI Interface] X 100			
Description(s) / Definition(s):	“Ordering - EDI Interface – Time Unavailable” measures the percentage of time in which the EDI ordering interface was unavailable, as a percentage of the total EDI interface scheduled availability in the reporting period. <ul style="list-style-type: none"><li>• “Scheduled Availability” refers to the hours the system will accept transactions. (Note: Currently the system is scheduled to be available 6:00 a.m. to 11:00 p.m. CST Monday through Friday and 8:00 a.m. to 5:00 p.m. CST on Saturday).</li></ul>			
Business Rules:				
Exclusions:				
Inclusions:				
Market:	WHOLESALE	RETAIL		
Disaggregation:	<ul style="list-style-type: none"><li>• Resale*</li><li>• Ameritech plans to migrate unbundled loops to the EDI system.</li></ul>			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			



**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Outcome

<b>REFERENCE:</b>	<b>GENERAL: - Systems Availability</b>	<b>DISAGGREGATION CATEGORIES:</b>	<b>W</b>	<b>R</b>
<b>MEASUREMENT:</b>	Percentage of Time Interface is Unavailable	Pre-Ordering	X	
		EDI	X	
		✓ Access Service Request	X	
		EB/TA Trouble Entry	X	
<b>S.M. Expert(s):</b>	For Internal Use Only			
<b>AIS Contact(s):</b>	For Internal Use Only			
<b>Reporting Period:</b>	One Calendar Month			
<b>Calculation:</b>	(Amount of Time the ARIS/EXACT System Was Unavailable / Total Scheduled Availability of the ARIS/EXACT System) X 100			
<b>Description(s) / Definition(s):</b>	<p>"Ordering - Access Service Request (ASR) - Time Unavailable" measures the percentage of time in which the ARIS/EXACT system was unavailable, as a percentage of the total scheduled availability in the reporting period.</p> <ul style="list-style-type: none"> <li>"Scheduled Availability" refers to the hours the system will accept transactions. (Note: Currently the system is scheduled to be available 6:00 a.m. to 11:00 p.m. EST Monday through Friday and 6:00 a.m. to 7:00 p.m. EST Saturday.)</li> </ul>			
<b>Business Rules:</b>				
<b>Exclusions:</b>				
<b>Inclusions:</b>				
<b>Market:</b>	<b>WHOLESALE</b>	<b>RETAIL</b>		
<b>Disaggregation:</b>	• UNE			
<b>System Source:</b>	For Internal Use Only			
<b>Data Source:</b>	For Internal Use Only			

**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Indicator

REFERENCE:	GENERAL = Systems Availability	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Percentage of Time Interface is Unavailable	Pre-Ordering	X	
		EDI	X	
		Access Service Request	X	
		✓ EB/TA Trouble Entry	X	
S.M. Expert(s):	For Internal Use Only			
AHS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	(Amount of Time the EB/TA Interface Was Unavailable / Total Scheduled Availability of the EB/TA Interface) X 100			
Description(s):	"EB/TA - Trouble Entry/Status - Time Unavailable" measures the percentage of time in which the Electronic Bonding Trouble Administration (EB/TA) Interface was unavailable, as a percentage of the interface's total scheduled availability in the reporting period.			
Definition(s):				
	• "Scheduled Availability" refers to the hours the system will accept transactions. (Note: Currently, the hours of system availability are communicated directly to CLEC's who utilize the application to application interface)			
Business Rules:				
Exclusions:				
Inclusions:				
Market:	WHOLESALE	RETAIL		
Disaggregation:	<ul style="list-style-type: none"> <li>Resale</li> <li>UNE</li> </ul>			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			

**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Informational

REFERENCE:	GENERAL – Center Responsiveness	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Average Speed of Answer – Ordering (in sec)	✓ Resale	X	
		✓ Unbundled Loops	X	
S.M. Expert(s):	For Internal Use Only			
AHS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	{Σ[(Date and Time of Ordering Calls Answer) – (Date and Time of Ordering Call Receipt)]} / Total Number of Ordering Calls Answered			
Description(s) / Definition (s):	“Average Speed of Answer – Ordering (in seconds)” measures - through use of the Automatic Call Distributor (ACD) – the average speed of answer elapsed time for the total number of ordering calls answered in the reporting period. <ul style="list-style-type: none"><li>• <u>Speed of Answer</u> is the time from call receipt to the time of call answer.</li><li>• <u>Call receipt</u> occurs once a call has entered the call management center and the caller has chosen an option in which to direct the call.</li><li>• <u>Calls answered</u> refers to the call being handled by an Ameritech representative.</li></ul>			
Business Rules:	<ul style="list-style-type: none"><li>• Performance is reported in seconds.</li></ul>			
Exclusions:				
Inclusions:				
Market:	WHOLESALE		RETAIL	
Disaggregation:	<ul style="list-style-type: none"><li>• Resale</li><li>• UNE</li></ul>			
System Sources:	For Internal Use Only			
Data Sources:	For Internal Use Only			


**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: **Informational**

REFERENCE:	GENERAL - Center Responsiveness	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Average Speed of Answer - Repair (in sec)	✓ Resale	X	
		✓ Unbundled Loops	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	$\{ \sum [(Date and Time of Repair Call Answer) - (Date and Time of Repair Call Receipt)] \} / \text{Total Number of Repair Calls Answered}$			
Description(s) / Definition(s):	<p>"Average Speed of Answer - Repair (in seconds)" measures - through use of the Automatic Call Distributor (ACD) - the average elapsed time from the entry of a repair call into the call management system until the call is answered by a representative, for the total number of repair calls answered in the reporting period.</p> <ul style="list-style-type: none"><li>• <u>Speed of Answer</u> is the time from call receipt to the time of call answer.</li><li>• <u>Call receipt</u> occurs once a call has entered the call management center and the caller has chosen an option in which to direct the call.</li><li>• <u>Calls answered</u> refers to the call being handled by an Ameritech representative.</li></ul>			
Business Rules:	<ul style="list-style-type: none"><li>• Performance is reported in seconds.</li></ul>			
Exclusions:				
Inclusions:				
Markets:	WHOLESALE	RETAIL		
Disaggregation:	<ul style="list-style-type: none"><li>• Resale</li><li>• Unbundled Loops</li></ul>			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			


**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Outcome

REFERENCE:	OS/DA	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Average Speed of Answer (OS/DA)	✓ Operator Services	X	X
		Directory Assistance	X	X
S.M. Expert(s):	For Internal Use Only			
AHS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	$(\sum[(\text{Date and Time of OS Call Answer}) - (\text{Date and Time of OS Call Receipt})]) / \text{Total Number of OS Calls Answered}$			
Description(s) / Definition(s):	<p>"Average Speed of Answer – Operator Services (in seconds)" measures the average elapsed time from call answer to call receipt for the total number of operator services (OS) calls answered within the reporting period.</p> <ul style="list-style-type: none"> <li>A <u>call</u> is the time from the arrival of the "connect" message to the OS position to the arrival of the "disconnect" message. "Disconnect" occurs when the call is released to audio, the caller hangs up or the operator presses the release key.</li> <li><u>Call receipt</u> refers to a call connecting to the switch.</li> <li><u>Call answer</u> refers to a call connecting to an operator position.</li> <li><u>Call abandonment</u> refers to the caller disconnecting the call before contact with the Ameritech representative is made.</li> </ul>			
Business Rules:	<ul style="list-style-type: none"> <li>Performance is reported in seconds.</li> </ul>			
Exclusions:	<ul style="list-style-type: none"> <li>Calls abandoned prior to answer by an Ameritech OS/DA operator</li> </ul>			
Inclusions:	<ul style="list-style-type: none"> <li>Wholesale and Retail are combined in a single measure, as the systems supporting these functions do not distinguish between the different types of customers</li> </ul>			
Market:	<b>WHOLESALE</b>		<b>RETAIL</b>	
Disaggregation:	<ul style="list-style-type: none"> <li>Operator Services</li> </ul>		<ul style="list-style-type: none"> <li>Operator Services</li> </ul>	
System Source:	For Internal Use Only		For Internal Use Only	
Data Source:	For Internal Use Only		For Internal Use Only	


**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Outcome

REFERENCE:	OS/DA	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Average Speed of Answer (OS/DA)	Operator Services	X	X
		✓ Directory Assistance	X	X
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	$\{ \sum [(\text{Date and Time of DA Call Answer}) - (\text{Date and Time of DA Call Receipt})] \} / \text{Total Number of DA Calls Answered}$			
Description(s) / Definition(s):	<p>"Average Speed of Answer - Directory Assistance (in seconds)" measures the average elapsed time for the total number of directory assistance (DA) calls answered on behalf of the CLEC within the reporting period.</p> <ul style="list-style-type: none"> <li>A <u>call</u> is defined as the time from the arrival of the "connect" message to the DA position to the arrival of the "disconnect" message. "Disconnect" occurs when the call is released to audio, the caller hangs up, or the operator presses the release key.</li> <li><u>Speed of answer - Directory Assistance</u> is defined as the time, in seconds, from DA call receipt to DA call answer. Speed of answer is measured either directly on the incoming trunks or by scanning the queue of calls waiting for a position.</li> <li><u>Call receipt</u> is defined as a call connecting to the switch.</li> <li><u>Call answer</u> is defined as a call connecting to an operator position.</li> <li><u>Call abandonment</u> is defined as the caller disconnecting the call before contact with the Ameritech representative is made.</li> </ul>			
Business Rules:	<ul style="list-style-type: none"> <li>Performance reported in seconds.</li> </ul>			
Exclusions:	<ul style="list-style-type: none"> <li>Calls abandoned prior to answer by an Ameritech OS/DA operator</li> </ul>			
Inclusions:	<ul style="list-style-type: none"> <li>Wholesale and Retail are combined in a single measure, as the systems supporting these functions do not distinguish between the different types of customers</li> </ul>			
Market:	<b>WHOLESALE</b>		<b>RETAIL</b>	
Disaggregation:	<ul style="list-style-type: none"> <li>Directory Assistance</li> </ul>		<ul style="list-style-type: none"> <li>Directory Assistance</li> </ul>	
System Source:	For Internal Use Only		For Internal Use Only	
Data Source:	For Internal Use Only		For Internal Use Only	

## WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE

Measurement Type: Outcome

REFERENCE:	INTERCONNECTION	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Call Attempts Blocked	✓ Interlata / Intralata	X	X
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	[(Number of Blocked Calls - Number of Successful Reroutes) / Total Call Attempts] X 100			
Description(s) / Definition(s):	<p>"Call Attempts Blocked" measures the number of call attempts from an Ameritech tandem to the CLEC that do not reach the CLEC port due to blockage and unsuccessful rerouting, as a percentage of the total number of call attempts from an Ameritech tandem to the CLEC, within the reporting period. "Call Attempts Blocked" is measured on all intralata or interlata final trunk groups, respectively.</p> <ul style="list-style-type: none"> <li>Interlata final trunk groups include alternate final trunk groups from an Ameritech end-office to an Ameritech tandem and interlata final trunk groups from an Ameritech tandem to a CLEC end-office.</li> <li>Intralata final trunk groups include direct final trunk groups between Ameritech end-offices and local, intralata final trunk groups from an Ameritech tandem to a CLEC end-office.</li> </ul>			
Business Rules:	<ul style="list-style-type: none"> <li>Twenty (20) business days (—exclude Saturdays, Sundays, and Holidays) are included in the reporting period, ending with the last complete week in the calendar month, and working backwards through the month to include the prior fifteen (15) business days.</li> <li>"Call Attempts Blocked" is measured on a 24-hour basis for twenty business days per month.</li> <li>"Call Attempts Blocked" is measured and reported separately for all CLECs, but new CLECs are excluded from the overall "all CLEC" measure during an initial six-month period while they are being established.</li> <li>All CLEC final trunk groups are measured and compared to a statistically valid sample of Ameritech retail final trunk groups.</li> <li>As requested by the Commission, "Call Attempts Blocked" automatically incorporates actual levels of call and trunk group blockage, including the size and duration of trunk group blockage involved.</li> </ul>			
Exclusions:	<ul style="list-style-type: none"> <li>Blockage that results from actions or failures to act on the part of the CLEC</li> </ul>			
Inclusions:				
Market:	WHOLESALE	RETAIL		
Disaggregation:	<ul style="list-style-type: none"> <li>Interlata</li> <li>Intralata</li> </ul>	<ul style="list-style-type: none"> <li>Interlata</li> <li>Intralata</li> </ul>		
System Source:	For Internal Use Only	For Internal Use Only		
Data Source:	For Internal Use Only	For Internal Use Only		



## WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE

Measurement Type: Outcome

REFERENCE:	COLLOCATION	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Average Time to Respond to a Physical Collocation Request	✓ Physical collocation	X	
S.M. Expert(s):	For Internal Use Only			
AHS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	$\frac{[\sum((\text{Request Response Date}) - (\text{Request Receipt Date}))]}{\text{Total Number of Requests Submitted}}$ <b>Benchmark Percentage:</b> [Number of Valid, Complete Physical Collocation Requests that Ameritech sends out a response to within a specified interval ("X" Days) / Total Number of Requests Submitted] X100			
Description(s) / Definition(s):	<p>"Average Time to Respond to a Physical Collocation Request" measures the average elapsed time between the date Ameritech receives a valid, complete physical collocation request and the date Ameritech sends out a response with space availability and cost information to the CLEC, for the total number of physical collocation requests submitted in the reporting period.</p> <p><b>Benchmark Percentage:</b> "Percent within a Specified Interval ("X" Days)" measures the number of valid, complete physical collocation requests that Ameritech sends out a response to within a specified interval ("X" Days), as a percentage of the total number of physical collocation requests submitted in the reporting period.</p>			
Business Rules:	<ul style="list-style-type: none"><li>The measure is calculated using business days only (i.e., Monday - Friday, excluding holidays).</li><li>If a CLEC modifies its original request in writing, the "Request Receipt Date" will be noted as the date of the revision.</li></ul>			
Exclusions:	<ul style="list-style-type: none"><li>Cancelled orders</li></ul>			
Inclusions:				
Market:	WHOLESALE	RETAIL		
Disaggregation:	<ul style="list-style-type: none"><li>All Wholesale</li></ul>			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			




**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Indicator

REFERENCE:	COLLOCATION	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Average Time to Provide a Collocation Arrangement	✓ Virtual collocation Physical collocation	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	$\frac{[\sum[(\text{Date Virtual Node Complete}) - (\text{Date Valid Collocation Request Received})]]}{\text{Total Number of Virtual Nodes Completed}}$			
Description(s) / Definition (s):	"Average Time to Provide a Virtual Collocation Arrangement" measures the average elapsed time between the date a valid collocation request is received and the date the virtual node is completed, for the total number of virtual nodes completed in the reporting period.			
Business Rules:	<ul style="list-style-type: none"> <li>The measure is calculated using calendar days.</li> <li>The clock is restarted if the CLEC modifies its request.</li> </ul>			
Exclusions:	<ul style="list-style-type: none"> <li>Cancelled orders</li> <li>Orders where the customer requested a due date beyond the contractual date</li> <li>CLEC-caused delays such as arranging final walk-through or accepting collocation space.</li> </ul>			
Inclusions:				
Market:	WHOLESALE	RETAIL		
Disaggregation:	<ul style="list-style-type: none"> <li>Virtual collocation</li> </ul>			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			

**WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE**

Measurement Type: Indicator

REFERENCE:	COLLOCATION	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Average Time to Provide a Collocation Arrangement	<i>Virtual collocation</i>  <i>✓ Physical collocation</i>		X
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	$\frac{[\sum[(\text{Date Physical Node Is Complete}) - (\text{Date Collocation COBO Payment Is Received})]]}{\text{Total Number of Physical Nodes Completed}}$			
Description(s) / Definition (s):	"Average Time to Provide a Physical Collocation Arrangement" measures the average elapsed time between the date a collocation COBO payment is received and the date the physical node is completed, for the total number of physical nodes completed in the reporting period.			
Business Rules:	<ul style="list-style-type: none"> <li>The measure is calculated using calendar days.</li> <li>The receipt of a collocation COBO payment is indicative of a firm order.</li> <li>The clock is restarted if the CLEC modifies its request.</li> <li>Time between completion and node final walkthrough is not included in the completion interval calculation.</li> </ul>			
Exclusions:	<ul style="list-style-type: none"> <li>Cancelled orders</li> <li>Orders where the customer requested a due date beyond the contractual date</li> <li>CLEC-caused delays such as arranging final walk-through or accepting collocation space.</li> </ul>			
Inclusions:				
Market:	<b>WHOLESALE</b>		<b>RETAIL</b>	
Disaggregation:	<ul style="list-style-type: none"> <li>Physical collocation</li> </ul>			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			



MPSC Case No. U-11830

## WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE

Measurement Type: Outcome

REFERENCE:	COLLOCATION	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Due Dates Not Met – New Collocation Arrangements	✓ <i>Virtual collocation</i>	X	
		✓ <i>Physical collocation</i>	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	[Number of Collocations Not Completed by the Committed Due Date / Total Number of Collocations Completed] X 100			
Description(s) / Definition (s):	“Due Dates Not Met – New Collocation Arrangements” measures the number of collocations not completed by Ameritech committed due date, as a percentage of the total number of collocations completed in the reporting period.			
Business Rules:	<ul style="list-style-type: none"><li>▪ The order is counted in the period it is reported “complete” (e.g. paperwork is completed).</li></ul>			
Exclusions:	<ul style="list-style-type: none"><li>▪ Cancelled orders</li><li>▪ Augments</li><li>▪ Customer-caused delays</li></ul>			
Inclusions:	<ul style="list-style-type: none"><li>▪ New collocations only</li></ul>			
Market:	WHOLESALE		RETAIL	
Disaggregation:	<ul style="list-style-type: none"><li>▪ Virtual collocation</li><li>▪ Physical collocation</li></ul>			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			